



## **2-1-1 Crisis/Hotline Response Specialists Needed**

Pathways of Central Ohio's vision is to offer employees a career with purpose. As a Community Resource Specialist in our 211/Crisis Hotline, you will be connecting callers to needed resources in the community. In a typical day, you may help a family find food or help with rent or utilities. You may help someone that is feeling down and just needs someone to talk to or needs to be linked to mental health services. You will end your day knowing you shortened the time between needing help and getting help for our callers.

This is a great job for a college student looking for flexible hours, for a casual worker that just wants a shift or two per week, or for anyone looking to improve their listening, problem solving and crisis response skills.

Pathways seeks multiple casual staff. The hours for the casual positions vary depending on agency needs. The 211/Crisis Hotline operates 24/7/365 with three shifts. Currently, these positions are work-from-home but may become work-in-the-office after the pandemic ends. You must be close enough to drive to Newark, Ohio.

### **Job Description**

The 211/Crisis Hotline Community Resource Specialist's (CRS) primary responsibilities involve responding to callers or two-way text contacts with information and referral and crisis management services. Community Resource Specialists also follow-up with callers/contacts in vulnerable or dangerous situations, advocate for callers/contacts in need of services, provide disaster response services, and maintain confidentiality of callers/contacts. The Community Resource Specialist enters data and searches for resources in a web-based data base.

All potential staff members must successfully complete 50 hours of unpaid training before hire. If the staff member stays with Pathways for six months after hire and completes 520 hours of work, a \$500 bonus is awarded. During training, potential staff members learn how to handle a variety of calls (both information and referral and crisis) and how to record calls, search for resources and use the texting software. This training is also beneficial to anyone working in social services or crisis situations.

### **QUALIFICATIONS**

- Associate's degree in Human Services, Social Work, Psychology or related field preferred
- Computer literacy and a home computer are required
- Private workspace in the home required

- Ability to work independently and a part of a team
- Ability to communicate well both verbally and in writing
- Ability to remain calm in stressful situations

NOTE: We have one full-time (32 hours overnight) and multiple casual positions. "Casual" means the hours could vary from week to week as you would be filling in for staff on vacation, holidays or sick leave.

### How to Apply

Please email cover letter, resume, job application and three current references in MS Word or .pdf file to [mail@pathwaysco.org](mailto:mail@pathwaysco.org) or mail to: Search Committee, Pathways of Central Ohio, 1627 Bryn Mawr Dr., Newark, OH 43055. A job application is available at [www.pathwaysofcentralohio.org](http://www.pathwaysofcentralohio.org) at the bottom of the page. Resumes will be accepted on an ongoing basis. **No phone calls or walk-ins please.**

*Pathways of Central Ohio complies with all applicable federal and state nondiscrimination laws, rules, regulations, and guidelines. All qualified applicants shall receive consideration for employment without regard to race, color, religion, ancestry, sex, national origin, veteran status (Vietnam Era, Desert Storm/Shield or disabled), disability, political affiliation, or age (40 years or more). Discriminatory employment practices against anyone are prohibited.*

*Pathways of Central Ohio is a contract agency of Mental Health & Recovery for Licking and Knox Counties, the United Way of Muskingum, Perry and Morgan Counties, the United Way Alliance of the Mid-Ohio Valley, the Washington County Behavioral Health Board, the Pickaway County Health District and the Crawford-Marion ADAMH Board. It is a partner agency of the United Way of Licking County and the United Way of Knox County. Pathways is funded in part by the Ohio Department of Mental Health and Addiction Services, the Licking County Foundation and the Ohio Department of Health.*