



JOB POSTING

POSITION: I&R Crisis Worker – Part Time

Do you want to work for a consumer centered, results-oriented leader in Crisis Intervention and Community Resources who provides opportunities for professional growth? If you do, we are looking for a dynamic compassionate individual to work as an Information and Referral Crisis Intervention Phone Room staff member.

Help Network of Northeast Ohio began in 1971 and is 24 hours a day 7 days a week Crisis Intervention/Suicide Prevention and Information Referral Agency. Today Help Network answers 16,000 calls a month in the phone room and provides 15 other programs throughout the Valley including Guardianship, Representative Payee services, Victims of Crime Assistance, and Housing Assistance to name a few. Help Network is accredited by The Ohio Department of Mental Health and Addiction Services Board, A.A.S., A.I.R.'s and C.A.R.F.

Position Summary:

Help Network is dedicated to building hope every day by helping to prevent substance abuse and suicide while promoting mental wellness. We have served thousands of people using the six-step crisis model by listening, showing support and acting. We provide crisis intervention, emotional support, intervention, and resources to callers. In addition, the Crisis Worker will keep accurate records and review crisis call data for accuracy while maintaining confidentiality. We connect people in crisis with the services they need.

The qualified compassionate individual will work a flexible part-time schedule. The successful candidate will be trained and supervised on an ongoing basis to ensure the success. The successful candidate must demonstrate the ability to be a good communicator, collaborate with other staff and departments to meet the needs of the organization, good critical thinking skills.

Qualifications: High school Diploma or GED. Crisis Intervention training.

Responsibilities:

- Responsible for direct Crisis Hotline/211 services as an onsite staff member for crisis phones as assigned including weekends, midnights and some holidays.
- Assess calls to provide crisis and suicide intervention, information and referrals, assessment of needs and follow up as well as respond to calls from social service and mental health agencies after hours.
- Maintain expert evaluations and reports in a timely manner.
- Evidence of ability to work in a fast-paced environment.
- Complete intake records and forms.
- Evidence of ability to work as a team with staff and volunteers.
- Evidence of ability to work independently.
- Quickly develops and maintains rapport with callers using active listening skills.

The final applicant selected for this position will be required to submit to a drug test and criminal background check

Visit www.helpnetworkneo.org to apply or

Please send a letter of interest and your resume to: Attention: Todd Marian, Chief Operating Officer
Help Network of Northeast Ohio
PO Box 46
Youngstown, Ohio 44501

Or email: tmarian@helpnetworkneo.org

Help Network of Northeast Ohio is an Equal Opportunity Employer