

2-1-1 Big Bend, Inc.
988 Program Coordinator
Position Description
1 FTE

General

2-1-1 Big Bend operates Helpline 2-1-1, the Florida HIV/AIDS Hotline and the Family Health Line. In addition, the agency answers calls for the 988 Suicide & Crisis Lifeline, Florida Veterans Support Line (MyFLVet) and other organizations that contract with 2-1-1 Big Bend for hotline services. Help Me Grow (HMG) is an agency program that is designed to identify children eight and younger at-risk for developmental or behavioral challenges and connect them with community-based programs for health and developmental services. Volunteer and paid hotline Counselors provide callers with free, confidential supportive counseling, crisis intervention, and information and referrals to social services.

The 988 Program Coordinator manages Hotline Counselor II positions and Hotline Counselor I positions as needed. Staff management duties include assisting with contact center training, evaluation and supervision of staff, working with the department managers to create schedules for the Hotline Counselor II positions, managing staff assignments (e.g., follow-up, feedback, and advocacy), and answering hotlines during staff shortages. The 988 Program Coordinator also completes reporting on hotline metrics and oversees expansion of 2-1-1 Big Bend's 988 hotline program. This position necessitates the ability to take direction on projects and comfortability in creating new systems and processes for the 988 program.

Work hours will be scheduled primarily Monday through Friday. Occasional weekend or evening work will be required. In times of community emergencies, the agency provides services that may require agency staff to be available for extended shifts, providing phone coverage and/or other functions needed to continue operations. Because Helpline 2-1-1 and 988 Suicide & Crisis Lifeline are operated 24/7, including holidays, the 988 Program Coordinator may be required to work on some holidays. The 988 Program Coordinator reports to the Director of Hotline Programs.

Minimum Qualifications

BA/BS degree in psychology, social work or related field preferred or two years' experience as a Hotline Counselor at 2-1-1 Big Bend. Supervisory experience is preferred, and experience in working or volunteering on 2-1-1 Big Bend's training staff is highly preferable. Applicants should have a motivation to help people, a non-judgmental attitude, an ability to empathize, and excellent interpersonal, verbal, and written communication skills.

Applicants who have successfully completed 2-1-1 Big Bend Hotline Counselor Training, Florida HIV/AIDS Hotline Counselor Training, Family Health Line Training, Shift Supervisor Training, Applied Suicide Intervention Skills Training (ASIST), and have 200 hours of hotline experience with satisfactory evaluations (including attendance) in all positions held are preferred.

Applicants should possess intermediate computer skills and be proficient in typing and computer navigation. Applicants should possess the ability to view/read printed resources on a computer, in books or other printed materials. Applicants should be able to communicate with hotline contacts (callers, chatters, texters) while communicating with their Off-Site Supervisor.

Applicants must be fluent in English (including speaking, writing and comprehending). This includes the ability to establish a relationship with callers, identify their problems, reflect their feelings and explore their alternatives. Because services are provided via telephone this may require the ability to identify subtle inferences about a caller's situation, thus a solid command of the English language is required. Must be able to work eight or more hours consecutively.

Training and Supervision

The 988 Program Coordinator receives ongoing training through in-service training, online resources, and direct supervision and evaluation. Other training opportunities will be provided as resources permit. The 988 Program Coordinator is required to take the national certification tests provided by Inform USA and the American Association of Suicidology (AAS) once eligible for these certifications per 2-1-1 Big Bend's accreditation standards. The agency will provide training in preparation for the Inform USA and AAS certification examinations and pay for exam fees. The 988 Program Coordinator is expected to prepare and take the exams at least once a year until certified, and then maintain these certifications throughout employment.

Position Type: FT Salaried, Exempt

Cost Centers: All programs

Benefits: Health insurance, annual and sick leave, and 403b retirement plan with a 3% employer match after one year of employment

Line of Authority: Reports to the Director of Hotline Programs

Supervises: Hotline Counselors as assigned

Primary Job Responsibilities

Goal 1: Manage 988 Suicide and Crisis Lifeline Program

- A. Oversee completion of regular reporting for DCF and Vibrant Emotional Health.
- B. Read 988 best practice policies and work with Director of Hotlines to ensure adherence to best practice standards.
- C. Serve as primary agency contact for Vibrant Emotional Health and Vibrant's webinars for continuing education opportunities.
- D. Curate 988 Learning Management System and oversee counselor completion of learning modules.
- E. Work with Deputy Director of Education and Training and Director of Hotline Programs to plan training opportunities for hotline counselors; specifically for topics related to suicide, mental health crisis, and psychosocial and behavioral disorders.
- F. Oversee Suicide Check-In Program for Helpline and 988 callers in suicidal crisis.

Goal 2: Ensure on-going training, supervision and evaluations of all direct reports.

- A. Assist with human resource functions such as interviewing, orienting, and training new Hotline staff.
- B. Provide direct reports with on-going coaching by evaluating recorded calls and call documentation.
- C. Complete performance evaluations for all direct reports per 2-1-1 Big Bend evaluation policy.
- D. Ensure that all direct reports complete any necessary training updates on agency policies and procedures.
- E. Manage all staff assignments including feedback, follow ups, advocacy, contact center duties and other special projects.
- F. Ensure that all direct reports timecards are completed and completed on time bi-monthly.
- G. Manage direct reports leave requests and position responsibility trackings.

Goal 3: Manage contact center activities

- A. When needed, monitor operation of contact center equipment (e.g., telephone system, ACD, computers and I&R software) and ensure that it remains operational.

- B. Assist with daily hotline coverage in the event of call surge or staff shortages.
- C. Review 9-8-8 trends and metrics to assist in effective hotline coverage.
- D. Coordinate and maintain hotline contact center schedule as needed.
- E. Respond to Suggestion or Solution requests as needed.
- F. Manage daily activities of staff including workload, breaks, and lunches.
- G. Maintain active caller log for 988 callers. Make recommendations to Director of Hotline Programs regarding policy callers.
- H. Provide extra hotline coverage by answering hotlines when call loads are high, queues are busy and staff shortages.
- I. Provide emergency off-Site supervisor coverage during daytime hours.
- J. Serve as a resource to counselors and trainees when needed.

Goal 4: Maintain quality assurance of hotline services

- A. Ensure that policies and procedures are followed by hotline staff.
- B. Ensure the completion of follow-up and advocacy calls.
- C. Monitor daily staff activity in the contact center and ensure work is being completed as appropriate. Attend monthly Quality Assurance Meetings.
- D. Work with Quality Assurance team to identify areas of service improvement for hotline services.
- E. Utilize Genesys PureCloud to review contact center data for staff performance and 988 quality assurance. Examine key performance indicators such as service factor, average speed of answer, and idle time.

Goal 5: Maintain Agency Wellness Program

- A. Create and curate community events schedule for 2-1-1 Big Bend staff and volunteers.
- B. Coordinate monthly TMH Animal therapy for visits.
- C. Work with Director of Hotline Programs to coordinate and plan de-brief sessions for hotline counselors.
- D. Engage hotline counselor staff on preferred topics for debrief sessions.
- E. Track and log community events and debrief sessions.

Goal 6: Fulfill role of Off-Site Supervisor

- A. Follow all 2-1-1 Big Bend agency policies and procedures.
- B. Follow Off-Site Supervisor procedures.
- C. Serve as agency supervisor during non-business hours.
- D. Provides supervision, consultation, and support to hotline counselors.
- E. Participate in the weekly off-site supervisor schedule.

Goal 7: Perform administrative and other duties as required.

- A. Complete administrative forms as required such as disciplinary, suggestion or solution, and outreach tracking.
- B. Attend agency supervisory meetings.
- C. Participate in staff development activities and work to manage employee wellness and engagement activities.
- D. Complete monthly call evaluations on all direct reports and other hotline counselors as needed.
- E. Provide coverage as an Off-Site Supervisor and participate in the weekly rotation.
- F. Attend to all office communications in a timely manner.

G. Complete evaluation with Director of Hotline Programs after six months of service and once every year thereafter.

H. Assist Director of Hotline Programs & Deputy Director of Hotline Programs with other duties as needed.

Employee Agreement

I understand that this job description is not intended to be all inclusive and that I am also required to perform other reasonable related duties as assigned. I will read the Personnel Policy Manual for further clarification of my responsibilities as an employee. I understand that I must be able to perform the responsibilities and job functions set for the above to continue my employment with the Agency.

Employee Signature: _____ Date: _____