# 211 Broward - Helpline Counselor

**Description**

**Helpline Counselor (Remote, Florida residents only)**

**Location:**Fully remote in the state of Florida

**Schedule:**Full time, 40-hour permanent schedule TBD (you will be asked to provide preferences for your permanent schedule). Current highest need is for Monday - Friday, day shift, and evening shift.

**Compensation:**$21.63 hourly wage, plus generous benefits package that includes 30+ paid days off and individual health insurance 100% sponsored by the employer (see below for details)

**Summary of Mandatory Qualifications:**

* Must be a Florida resident living within the state
* Strong preference for candidates completely fluent/bilingual in Spanish or Creole (in addition to English)
* Must be available remotely from 9:00am to 5:00pm Monday-Friday for eight (8) weeks of initial training to begin in July/August 2024
* Have at minimum an associate's degree from an accredited university
* Have four (4) years of combined education and relevant work experience (see below)
* Ability and interest in de-escalating callers experiencing crisis
* Ability to pass a level two (2) DCF background screening and a drug test

**Full Job Description**

**About us:** 211 Broward is a free, anonymous, 24-hour helpline offering listening support, information, referral, and crisis services. We provide every caller with a place to turn to when they need answers to life’s challenges--big or small--by connecting them with nearly 3,800 programs and services that are available in their area. We are a fast-paced crisis, information, and referral virtual call center that fills a critical need in the communities we serve.

**About this position:** We are seeking compassionate helpers who are knowledgeable, motivated, goal-oriented, technologically capable, and enthusiastic to fill multiple Helpline Counselor positions. Daily tasks include performing crisis/suicide intervention services, basic needs/safety assessments, and providing information, community service referrals, and supportive listening over phone or virtual chat.

We think the ideal candidate is someone who:

* Is willing and able to learn our approach to crisis counseling through training and experience
* Has demonstrated the ability to conduct self-care
* Shows compassion, empathy, and respect to people from different cultures and backgrounds
* Prefers to work autonomously once adequately trained
* Is motivated to grow and learn in the position through training and coaching
* Is passionate about assisting others and has a background in service
* Is technologically savvy and able to take notes while talking or listening

*If this describes you, please read on!*

**Requirements**

To be considered for this position, you must:

* Be a Florida resident residing within the state
* Be completely fluent/bilingual in Spanish or Creole (in addition to English) - strongly preferred
* Have a secure, quiet, and confidential work space with reliable internet
* Be free from caregiver responsibilities during work hours
* Be able to pass a level two (2) DCF background check and drug test prior to employment
* Meet or exceed our education requirement:
* A bachelor's degree (or higher) in psychology, human services, education, mental health, social work, early intervention, or a related field, coupled with one (1)+ years of experience in crisis and suicide intervention, counseling, therapy, and assessment techniques, or experience working in children's behavioral health, substance use, or the special needs system of care OR
* An associate's degree plus two (2)+ years of experience in suicide/crisis intervention or work in a call center
* Have a minimum typing speed of 30 WPM
* Be comfortable with a phone and virtual chat-based work environment
* Be available remotely from 9:00am to 5:00pm (Eastern time) Monday-Friday for eight (8) weeks of initial training to begin in July/August 2024 (hours will change to your permanent schedule once training is complete)

**Benefits**

We know satisfied employees are key to a thriving business. That is why we are pleased to offer:

* Full-time employment at an hourly pay rate of $21.63
* 100% employer-paid individual health, vision, dental, life, and short term disability insurances (coverage begins after 60 days of employment)
* Access to virtual mental health and therapy services through MyStrength with no co-pay
* Dependent health, vision, and dental plans available for purchase
* 403(b) retirement plan with potential for variable annual employer contribution
* Paid Time Off (PTO) available after three (3) FT working months (accrues at a rate of 8.00 hours per pay period, up to 16 days per year)
* Sick Leave available with the first pay period (accrues at a rate of 1.85 hours per pay period, up to 6 days per year)
* Nine (9) paid holidays throughout the year
* 100% paid eight (8) week upfront training, plus future opportunities for employer-sponsored certifications

Student loan forgiveness eligibility through the U.S. Department of Education Public Service Loan Forgiveness (PSLF) program

Work supplies such as company laptop, mouse, headset, paper, and pens

***We welcome and encourage diversity in our workplace.***

211 Broward is an equal opportunity employer and will consider all applications without regard to race, sex, age, color, religion, national origin, veteran status, disability, genetic information, or any other characteristic protected by law.

If you are interested in applying, we encourage all employees to think broadly about their background and skill set for the role. We cultivate a culture of inclusion for all employees that respects their individual strengths, views, and experiences. We believe that our differences enable us to be a better team – one that makes better decisions, drives innovation, and delivers better business results.

**Build a challenging and rewarding career with us! We look forward to your application.**

Apply here: <https://apply.workable.com/211-broward-1/j/604B420DA0/>