



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

Pathways of Central Ohio seeks two full-time 2-1-1 Crisis/Hotline Response Specialist for its Crisis/Hotline and Information Center. These positions will include evening hours as well as weekend day time and evening hours. Overnight shifts are also available.

The 2-1-1 Crisis/Hotline operates 24/7/365 with three shifts (8:00 a.m. to 4:00 p.m., 4:00 p.m. to 12 midnight, and 12 midnight to 8:00 a.m.) The 2-1-1/Crisis Hotline currently serves Licking, Knox, Muskingum, Perry, Morgan, Pickaway, Marion and Washington Counties 24/7 and Richland County after hours. Pathways offers a casual work environment, health care benefits and paid sick leave, holidays and vacations. This position is also eligible for the Public Service Loan Forgiveness Program.

#### Job Description

The 2-1-1 Crisis/Hotline Crisis Response Specialist's (CRS) primary responsibilities involve responding to callers or two-way text contacts with information and referral and crisis management services. Crisis response 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 Crisis Response Specialist enters data and searches for resources in a web-based data base.

All potential staff members must successfully complete 50 hours of 2-1-1 Crisis/Hotline and Information Center training before hiring. During training, potential staff members learn the Switzer Model Crisis Intervention Model, how to handle a variety of calls (both information and referral and crisis) and how to use the ReferNET and PreventionPays texting software. This training is beneficial to anyone working in social services or crisis situations. Training is unpaid however, if the staff member stays with Pathways for six months and completes 520 hours of work, a \$500 bonus is awarded.

#### **QUALIFICATIONS**

- Minimum Associate's degree in Human Services, Social Work or related field preferred; will consider applicants with one year of college in human services or related field.
- Computer literacy required
- Ability to work independently and a part of a team
- Ability to communicate well both verbally and in writing
- Ability to work varied hours
- Ability to remain calm in stressful situations

## How to Apply

Please email cover letter, resume, and three current references in MS Word or .pdf file to [mail@pathwaysco.org](mailto:mail@pathwaysco.org). Cover letters, resumes and reference letters may also be mailed 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). 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.*