



211 /988 Community Resource Specialists Needed

Pathways of Central Ohio's vision is to offer employees a career with purpose. As a Community Resource Specialist in our 211/988 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.

The 211/988 Crisis Hotline operates 24/7/365 with three shifts. Currently, these positions are work-from-home. Training for this position is in person. You must be close enough to drive to Newark, Ohio.

Job Description

The 211/988 Community Resource Specialist (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 new staff members must successfully complete 80 hours of paid training. 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 required
- 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

How to Apply

Please email cover letter, resume, job application and three current references in MS Word or .pdf file to 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 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 Alliance of the Mid-Ohio Valley, the Pickaway County Health District, and the Crawford-Marion ADAMH Board. It is a partner agency of the United Way of Licking County. Pathways is funded in part by the Ohio Department of Mental Health and Addiction Services and the Licking County Foundation.