

Helpline Assistant Manager

ABOUT: Jewish Community Services of South Florida (JCS) is the foremost non-profit, human services agency whose mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout South Florida in accordance with Jewish values. Founded in 1920, JCS delivers exemplary social services through compassionate and comprehensive programs that help people stay healthy and productive.

POSITION SUMMARY: The Helpline Assistant Manager exemplifies requisite knowledge, attitudes, and skills to perform at a minimum accepted standard level of service on behalf of the agency. The Helpline Assistant Manager provides supervisory support, telephone/chat information, referrals, crisis counseling as well as suicide intervention to clients upon completion of a thorough assessment and identification of most presenting needs. The Helpline Assistant Manager will also work with Contact Center managers in achieving other short term/long term goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The essential duties and responsibilities include the following. Other duties may be assigned.

- Provides appropriate information and referrals to social service agencies for callers contacting the Helpline.
- Provides outstanding customer service to callers and ensures data is accurately entered into the client database in a timely manner.
- Provides telephone and chat crisis counseling as well as suicide intervention services to clients experiencing crisis situations.
- Provide oversight and monitoring of operations in conjunction with the managers of the contact center.
- Provide clinical supervision and oversight of those staff who require clinical supervision as per a funder's requirement.
- Prioritize, set clear time limits, and terminate properly calls from active/ difficult callers.
- Consistently adheres to assigned schedule and demonstrates flexibility in regards to contact center coverage needs. Schedule may need to change including overnight and morning shifts when back-up coverage is needed.
- Participates in trainings, seminars, workshops and in-services related to program and professional development.

- Maintains an effective working relationship with colleagues through the use of appropriate interpersonal and communication skills.
- Adheres to confidentiality policies and procedures as well as HIPAA regulations.
- Coordinate and oversee assigned tasks by the Director.
- Collaborate with Managers on special projects, as assigned.
- Report any issues of non-compliance of protocols to Director.
- Assists with hiring, recruiting and onboarding of new staff.
- Serves as a member of the Miami Disaster Relief Team.
- Works with staff when scheduling gaps arise to ensure coverage is always available on all platforms.
- Works as a liaison with the Data Resource Manager and resource coordinators with bridging any points of feedback and collaboration with the contact center.
- Follows up with potential volunteers and works with managers for additional recruitment as needed.
- Creates and submits reports as needed.
- Conduct performance evaluations for direct reports.
- Work in collaboration with the Training Manager and management staff to identify training needs for contact center staff.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Psychology, Social Work, or related Human Services field, required. Equivalent experience and demonstrated skill in social services may be considered.
- Certified Information and Referral Specialist, required and Crisis Worker Certification, required
- Minimum of 2 years of experience in a contact center or related setting, required.
- Minimum of 2 years of experience in a supervisory role, preferred.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers and/or employees of organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

- Skilled in the use of personal computers and related software applications to include Microsoft Office, email and intranet.
- Bilingual (English/Spanish) or (English/Creole), required.

SUPERVISORY RESPONSIBILITIES:

Report call outs and tardiness to Managers and Director. Supervise staff breaks and adherence.

Will have a team of staff members and volunteers who provide direct support to calls and chats.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and

sensitivity for cultural differences; educates others on the value of diversity;
Promotes a harassment-free environment; Builds a diverse workforce.

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

PERKS: We are proud to offer a competitive benefits package to all full-time employees, including medical and dental plans. A generous vacation and holiday pay benefit and a 401(k) match is available. Staff receives monthly in-service training and CEU opportunities. This is a one of a kind opportunity for leadership in talent management to contribute to a team of mindful, caring and passionate people at work every day in service to our community!

JCS is a 501(c)(3) not-for-profit organization and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, disability, gender identity, gender expression, national origin, or veteran status.

Status – Full-Time

Salary - \$40,000