



Helpline Counselor (Part-Time)

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. JCS has a current operating budget of \$27 million and supports over 45 programs in 10 sites strategically located throughout Miami-Dade County, including five congregate meal sites, three behavioral health service centers, a Kosher Food Bank, and a central administrative office in North Miami.

POSITION SUMMARY: The Helpline Counselor provides telephone information, referrals, crisis counseling as well as suicide intervention to callers upon completion of a thorough assessment and identification of most presenting needs. This is a Part-Time position.

RESPONSIBILITIES:

- Provides appropriate information and referrals to social service agencies for callers contacting the Helpline.
- Ensures data is accurately entered into the client database in a timely manner.
- Provides telephone crisis counseling as well as suicide intervention services to callers experiencing crisis situations.
- 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.
- Consistently adheres to assigned schedule and demonstrates flexibility in regards to call center coverage needs.
- Provides outstanding customer service to callers & accurately documents all calls into software.
- Adheres to confidentiality policies and procedures as well as HIPAA regulations.
- Obtains Certification as an Information & Referral Specialist through Alliance for Information & Referral Systems (AIRS).

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in Social Work or Human Service field or equivalent experience and demonstrated skill in social services may be considered.
- Two years' experience in providing information and referral services, preferred.
- One or more years in crisis counseling or clinical work preferred.

- Strong interpersonal skills.
- Ability to communicate information calmly and effectively in emergency or high stress situations.
- Ability to work effectively and with sensitivity with culturally diverse populations.
- Skilled in managing multiple tasks.
- Skilled in the use of personal computers and related software applications.
- Bilingual preferred (French, Creole or Spanish).

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: Part-Time

Salary: \$15.38 - \$16.18

To apply please go to www.indeed.com or <https://jewishmiami.org/jworks/jobseekers/#!/search?page=1>