

**\*\*\* KING COUNTY 2-1-1 POSITION OPENING \*\*\***  
**ENGLISH OR BILINGUAL ENGLISH/SPANISH INFORMATION & REFERRAL SPECIALIST**  
**FULL-TIME (37.5 hrs/wk)**

Crisis Connections is at the heart of the Seattle-King County safety net providing a broad array of telephone based crisis intervention and information and referral services. Each year we improve the lives of thousands of people by listening, caring and linking to services. We do this through connections between people and critical resources. At Crisis Connections, we recognize the contribution of each employee. We accept everyone employed here for their uniqueness and what they bring to the job.

**JOB SUMMARY:** We are a busy contact center (no sales or telemarketing) that serves community members who are in need of social and health services, such as food, utility assistance, legal help, dental care, etc. As part of King County 2-1-1, you will work within a supportive, team-focused environment that provides a unique opportunity for learning, as well as personal growth and professional development. You will be trained to navigate our resource database and learn about the non-profit, government and specialized programs available in King County. The Information & Referral Specialist is responsible for providing high quality, comprehensive services to King County 2-1-1's inquirers via phone and chat. The I&R Specialist assesses callers' needs and provides appropriate referrals, performs intake screenings, completes special projects as assigned by the Manager, and is responsible for keeping complete and accurate documentation. **King County 2-1-1 is open Monday through Friday, 8 am to 6 pm. Scheduling flexibility within these hours is required.**

**QUALIFICATIONS AND EXPERIENCE REQUIRED:**

- If bilingual, must be able to speak fluently and understand both English and Spanish. Ability to quickly read and paraphrase written information to share with callers, in English and in Spanish, is required.
- Telephone customer service and/or call center background required.
- Excellent communication skills, including ability to respond to callers with patience, objectivity and nonjudgmental attitude.
- Demonstrated ability to problem-solve and multi-task.
- Minimum typing speed of 45 WPM required. Skilled with MS Office Suite. Experience in navigating and entering information into database system.
- Associates Degree or substantial experience in related human services with knowledge of community resources helpful.
- Ability to work in a structured environment where punctuality, regular attendance and a positive attitude is essential.
- Knowledge of community programs and resources helpful.
- Willingness and ability to work from home one to two days per week after six months of employment is preferred.
- As King County 2-1-1 has a vital role in relief and recovery following a disaster or weather event, willingness and ability to report to work, or to work from home, when it is safe to do so is expected.

**STARTING SALARY:** \$15 for English only speakers and \$16/hour for bilingual English/Spanish speakers

**STATUS:** This is a full time non-exempt position @ 37.5 hours per week

**BENEFITS:** Paid benefits package available including agency paid medical and dental premiums, 9 paid holidays per year, 12 paid sick days per year, generous vacation accrual, 403(b), free parking, and up to \$35.00 paid towards ORCA card.

**TO APPLY:** Send resume with a cover letter to [lmills@crisisconnections.org](mailto:lmills@crisisconnections.org).

NO PHONE CALLS WILL BE TAKEN FOR THIS POSITION.

**Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.**

## **ENGLISH AND BILINGUAL INFORMATION & REFERRAL SPECIALIST JOB COMPETENCIES**

### **INFORMATION AND REFERRAL SPECIALIST 34%**

#### **TECHNICAL SKILLS – 20%**

1. Assesses people in crisis for possibility of harm to self or others, and refers to Crisis Line, as appropriate.
2. Recognizes inquirers who may present with mental illness, and refers to Crisis Line, as appropriate.
3. Performs screenings and/or conducts follow-up calls using the procedures required for each contact and ensures accurate and complete documentation.
4. After problem identification and assessment, efficiently uses our 211 community resource database to locate/provide only the appropriate resources for an inquirer. When appropriate conducts searches via the Internet.
5. Assists people in contacting/linking to agencies/services by arranging conference calls, advocating on their behalf, and following up, when necessary.
6. Demonstrates effectiveness in taking on all tasks (quality assurance, project and administrative) to insure smooth operation of phone room (i.e. duties related to special contracts, faxing, follow-up calls, etc.).

#### **COMMUNICATION – 20%**

7. Demonstrates sincere concern, caring, and desire to provide excellent service by giving each inquirer their undivided attention.
8. Interacts with inquirers in a respectful and compassionate manner.
9. Responds effectively to inquirers, utilizing active listening skills, thorough assessment, and problem solving techniques.
10. Demonstrates an awareness of shared responsibilities and takes initiative with other team members to ensure tasks are accomplished competently and on time.
11. Negotiates tasks, interacts, coordinates and shares responsibility with fellow team members in a positive, professional, and respectful manner.

#### **EQUIPMENT – 20%**

12. Utilizes telephone interpreting service or TTY as needed to eliminate barriers based on language or hearing impairment.
13. Keeps up to date with knowledge of resources through regular review of internal communications about service changes, capacity limits, and eligibility requirements.
14. Uses InContact and systems appropriately to ensure that calls and chats are delivered without being re-routed to another Specialist and without creating unnecessary wait for the inquirer.

### **ATTITUDE – 20%**

15. Demonstrates a teachable attitude; accepts and integrates constructive feedback.
16. Actively participates in 2-1-1 staff meetings in a professional and respectful manner, and willingly offers constructive input.
17. Consistently projects a genuinely respectful, professional, cooperative, positive attitude toward all staff, volunteers, inquirers, and professionals from other agencies.
18. Responds to requests for input or feedback from the supervisor or other staff members in a timely manner.
19. Does not participate in gossip or devaluing.
20. Is able to approach a co-worker directly when there is a conflict.
21. Treats managers and supervisors with respect.
22. Does not try to undermine decisions made by King County 2-1-1 or Crisis Connections.
23. Refrains from negative talk about the agency verbally, in written form, or on social media.
24. Demonstrates professionalism and engagement at meetings and outreach events. Dresses professionally at community events.

### **DEPARTMENT WORK HABITS – 10%**

25. Adheres to King County 2-1-1 Code of Ethics, policies, and procedures.
26. Recognizes stress and takes personal responsibility for self-care by appropriately utilizing opportunities to debrief after difficult calls, taking allotted daily work breaks, and scheduling vacation/personal days.
27. Accepts and maintains personal accountability.
28. If eligible, pursues AIRS (Alliance of Information and Referral Systems) certification within second year of employment with King County 2-1-1. If certified, completes at least 5 hours of relevant training per year for recertification (AIRS requires at least 10 hours every two years).
29. Demonstrates collaborative decision-making within the team and provides peer support.

### **GENERAL WORK HABITS – 10%**

30. Arrives at work on time and maintains regular attendance; works assigned/ other shifts when needed.
31. Follows personnel policies and procedures.
32. Written and verbal communication is clear, concise, accurate and thorough.
33. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Show respect to co-workers, volunteers and customers/clients.
34. Makes appropriate use of supervisor.
35. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivate staff and volunteers to outstanding performance.
36. Suggests solutions to identified problems.