



Open Position (FT): Helpline Specialist

Position

Summary:

Serves as the primary front-line contact for persons who are at risk of homelessness and are seeking emergency services to avoid an imminent eviction. Answer and screens all incoming calls for assistance or referral determination.

Qualifications

Required:

- Ability to understand and practice the mission of Camillus House.
- Education: High School graduate required; college degree preferred.
- Language: Proficiency in oral/written English and Spanish; other languages a plus (i.e. Creole).
- Skills: Proficient in computer (Word, Excel, other data collecting programs).
- Successful completion of Toxicology test and of Criminal Background Check.
- Successful completion of Level II screening for all licensed clinicians and others if required by funding source. **Circle one if required for position: Yes No N/A**
- Valid FL Driver License with clean driving record. **Circle one if required for position: Yes No N/A**

Qualifications

Preferred:

- Culturally sensitive to the social, psychological and healthcare needs of the vulnerable populations serviced.
- Strong organizational, interpersonal and communication skills in order to meet deadlines and handle multiple tasks.
- Demonstrates a high level of productivity while remaining calm and effective under pressure.
- A self-starter with demonstrated ability to work independently, as well as, with multidisciplinary teams and co-workers.
- Ability to maintain a high level of poise and professionalism in all circumstances

Responsibilities:

- Commitment to the Values and Mission of the Brothers of St. John of God as witnessed through Camillus House and Health in serving the needs of the underserved populations.

Hospitality: Create an environment where people can feel welcomed, comfortable, understood, esteemed and loved.

Respect: Recognize the richness of God's gifts and His presence in every person regardless of age, situation in life, culture or religion.

Spirituality: Nurture a brighter, happier and richer life in time of suffering and struggle; empowering confidence in living with joy.

Quality: Work toward creating centers of excellence; fostering continuous improvement.

Healing: Respond to the need of the whole person – body, mind and spirit; energizing new hope.

Responsibility: Encourage cooperation as a way of promoting standards of competency, efficiency and accountability as we carry out our duties in the Mission.

- Answers incoming calls to the Homeless Prevention Program, including calls through the Homeless Help Line and direct Camillus House extension.
- Conducts initial eligibility screening over the phone, screening for income level, geographic location, needs, special characteristics, and other relevant information.
- Provides callers at immediate risk of homelessness with referrals for emergency rental, utility and other direct assistance based upon their need and eligibility for various programs including, but not limited to, referrals to the Camillus House Prevention Program and the Citrus Health Network HAND Program participants.
- Provides callers who are already homeless with referrals to appropriate outreach teams and/or emergency housing programs.
- Provides callers with referrals to additional services, including but not limited to, legal assistance, as needed.
- Maintains up-to-date records of in-house and external agency resources.
- Completes all necessary tracking and log forms, both in hardcopy and online format.
- Compiles information and prepares program reports from call logs and databases as required.
- Other Duties as requested.

CAMILLUS HOUSE IS AN EQUAL OPPORTUNITY EMPLOYER