

## JOB ADVERTISEMENT



### Resource Specialist 3 (Veteran-Specific) Position Description

1 FTE Position (40 hours/week)

**Advertising Period: 12/29/2021 - 01/14/2021**

#### General

2-1-1 Big Bend operates Helpline 2-1-1, the Florida HIV/AIDS Hotline and the Family Health Line. In addition, the agency answers calls for the National Suicide Prevention Lifeline and other organizations that contract with 2-1-1 Big Bend for hotline services. Help Me Grow (HMG) is national initiative that is designed to identify children eight and younger at-risk for developmental or behavioral challenges, and connect them with community-based programs for health and developmental services. Volunteer and paid hotline counselors provide callers with free, confidential counseling, crisis intervention, information, referrals, follow-up, advocacy and care coordination.

The Florida Veterans Peer Initiative provides crisis intervention and Veteran Peer Support services to connect Florida military Veterans to mental health and substance abuse services. This program provides an easily accessible entry point for returning Veterans to find Veteran-critical information and to serve as a primary source of information and referral. Services are available via the 2-1-1 crisis line and the Florida Veterans Support Line (MYFLVET).

In times of community emergencies, the agency provides services that may require agency staff to be available for extended shifts, providing phone coverage and/or other functions needed to continue operations. Because Helpline 2-1-1, MYFLVET and Lifeline are operated 24/7 including holidays, staff may be required to work on some nights, weekends and holidays.

#### Position Summary

The primary responsibility of the Resource Specialist (RS) assigned to MYFLVET is to apply the tools developed in his/her own recovery/experiences as well as the philosophy and values of the Florida Peer Network in order to: build connections with Veteran-serving agencies to better develop and manage resource information.

The RS assists with the organizational effectiveness of the resource department by: maintaining the 2-1-1 resource database; Memorandum of Understand/Agreement (MOU/MOA) development/updating related to Veteran-specific resources; and, participating in the agency's Quality Assurance process.

The RS will work closely with the Care Coordinator (CC) assigned to MYFLVET. In this role, the RS will assist with MYFLVET follow-up and care coordination when the CC is unable to offer these services due to illness, vacation or other reasons.

## **Qualifications**

### Education and Experience

- Two years of post-secondary education or equivalent military experience preferred.
- U.S. veteran of a branch of the United States Military Forces including the Coast Guard and National Guard (retired or reservist). Copy of DD-214 required as proof of military service.
- Paid, or unpaid, peer support experience is a plus. Certified Peer Specialist - Veteran a plus.
- Above average computer skills; including experience working in Microsoft Office environments is required. Relational database experience and web development is preferred.
- Experience in working with an Information & Referral (I&R) database and knowledge of national classification standards (AIRS/INFO LINE Taxonomy) is a plus.

### Knowledge, Skills and Abilities

- Proficient in Internet searching, Microsoft Office, ability to type and use a keyboard and mouse.
- Proper telephone etiquette
- Ability to view/read printed resources on a computer, in books or other printed materials.
- Ability to edit written materials and database content
- Ability to use two telephones simultaneously to communicate with clients and supervisors.
- Fluent in English (including speaking, writing and comprehending). This includes the ability to establish a relationship with callers, identify their problems, reflect their feelings and explore their alternatives.
- Independent decision-making ability
- Ability to maintain a calm and sensitive demeanor
- Active listening and assessment skills
- Critical thinking with solution focused approach
- Reading comprehension and analytical skills
- Ability to work independently as well as part of a team
- Must be able to work eight or more hours consecutively
- Must be able to travel in their personal vehicle for agency work related duties

### **Training and Supervision**

Complete the 2-1-1 Big Bend Crisis Hotline Counselor Training within the first 90 days of employment.

Complete Certified Peer Specialist – Veterans training and certification within 18 months of employment.

Resource Specialist (RS) receives ongoing training through workshops, in-service trainings, online tutorials, and direct supervision and evaluation. Specialized RS training will include national data classification standards (AIRS/INFO LINE Taxonomy), national accreditation and certification standards of AIRS and AAS, Advocacy Core Training, Psychological First Aid, Applied Suicide Intervention Skills Training (ASIST), Peer Support and Recovery, Cultural Competence and Diversity, "Telling Your Story" and Trauma Informed Care. Other training opportunities offered as resources permit. RS is required to take the national certification tests provided by the Alliance of Information and Referral Services (AIRS) and the American Association of Suicidology (AAS) when he/she becomes eligible for these certifications per accreditation standards. The Agency will provide training in preparation for the AIRS and AAS certification examinations and pay for exam fees. CC is expected to prepare and take the exams at least once a year until they have been certified, and then to maintain their certification throughout employment.

**Position Type:** Salaried  
**Benefits:** Individual health insurance, annual and sick leave, 403b retirement plan available for individual contributions  
**Line of Authority:** Reports to the Director of Information Programs

**How to Apply:** Submit **resume** and **cover letter** explaining your interest in the position to [hr@211bigbend.org](mailto:hr@211bigbend.org).

[www.211bigbend.org](http://www.211bigbend.org)  
P.O. Box 10950, Tallahassee, FL 32302-2950  
P (850) 617-6348 F (850) 561-3443

Let's Stay in Touch!

@211bigbend



**2-1-1 Big Bend, Inc.**  
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**1.0 FTE**

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### Primary Job Responsibilities

**GOAL 1: Assist with maintaining agency resource databases and Intranet that are used for agency hotline programs that assist Veterans.**

- A. Identify new human service programs, changes in existing services, short-term events and information (e.g., support groups, veterans events).

- B. Contact representatives from other programs to identify new resources and to update existing resources.
- C. Assist with development of Memoranda of Understanding/Agreement (MOU/MOA) related to Veteran-specific resources.
- D. Assist with the annual resource data collection survey process implemented to update listings in databases.
- E. Distill relevant information from brochures and other materials.
- F. Enter referral information into agency ServicePoint database or Intranet database where appropriate.

**GOAL 2: Assist with maintaining agency resource database software and preparation of reports.**

- A. Assist with development and revision of resource database functionality and queries for reporting purposes.
- B. Assist with monthly report preparation.

**GOAL 3: Assist with recording and classifying programs and services according to the agency taxonomy procedures.**

- A. Learn how to use the AIRS/INFO LINE Human Service Taxonomy coding system.
- B. Determine if programs meet the agency inclusion and exclusion criteria.
- C. Become proficient in the use of the computers and software used for agency database applications.

**GOAL 4: Participate in the quality improvement process.**

- A. Attend quality assurance meetings
- B. Use data to improved services and outcomes
- C. Create strategies to help the agency serve customers more effectively

**GOAL 5: Provide Outreach and Collaboration.**

- A. Assist with agency outreach activities
- B. Attend community meetings to network with other human service providers and gather community resource information.

**GOAL 6: Fully understand and be able to implement the values, philosophy and standards of the Recovery Peer Specialist certification.**

- A. Demonstrate competency in the field of peer recovery.
- B. Model relationship building, based on the tenets of peer support, with callers, volunteers and coworkers.
- C. Model the attributes of respect, trust, sensitivity and confidentiality to callers, volunteers and coworkers.

**GOAL 7: Answer hotline calls and provide follow-up, care coordination, advocacy, texting and online chatting.**

- A. Answer assigned hotline shifts (usually 1-2 per week)
- B. Provide intake, screening, assessment, counseling, crisis intervention, referral and linkages to community services including Federal VA services.
- C. Assist Care Coordinator as needed with care plans with veterans and their families to address their needs and to facilitate referral to appropriate treatment or services providers or facilities.
- D. Engage veterans and families in the development of service implementation plans.
- E. Counsel veterans and/or their families to facilitate achieving service plan goals, developing life environment in a manner to maximize veteran's success and well-being.

- GOAL 8: Develop competence to work with veterans and know their key issues.**
- A. Demonstrate understanding of veteran human service needs
  - B. Develop understanding of homelessness, economic issues, supportive housing, addiction, mental and behavioral health, poverty, domestic violence and victimization
  - C. Advocate for services on behalf of veterans and families for basic needs and other related issues
- GOAL 9: Become knowledgeable and comply with 2-1-1 Big Bend policies and procedures.**
- A. Learn and comply with HIPAA regulations, mandatory child abuse reporting laws, and other laws and regulations related to the work of the agency
  - B. Learn and comply with agency program policies and hotline protocols
  - C. Learn and comply with all other agency policies and procedures including personnel policies and operational policies.
- Goal 10: Performs other related tasks.**
- A. Attend and complete all training that is necessary to perform duties
  - B. Complete evaluation with Director of Information Programs after six months of service and once every year thereafter. Seeks and uses feedback from program staff.
  - C. Complete all assigned follow-up and advocacy calls; document all calls completely and accurately
  - D. Communicate effectively verbally and in writing
  - E. Prepare narrative reports relating to work, contracts and grants
  - F. Check agency email, voicemail and mailbox daily and responds in a timely manner
  - G. Assist with agency special events and attend agency meetings and activities
  - H. Complete other administrative tasks/special projects as required