



Job Description  
**2-1-1 Racine Operator**

**Job Title:** 2-1-1 Racine Operator  
**Reports To:** 2-1-1 Racine Program Coordinator  
**Those Reporting To:** None

**Summary**

The 2-1-1 Racine Operator is the line staff for responding to calls in the 2-1-1 Racine program of SAFE Haven of Racine, Inc., and as such, under limited supervision and on their own initiative are responsible for providing supportive listening, crisis intervention, and information and referral on health and human services to individuals in need of assistance. Operators attend monthly meetings and in-services to update their skills.

**Essential Duties and Responsibilities**

Essential duties and responsibilities include the following. Other duties may be assigned.

Provide information and referral, supportive listening and crisis intervention services to program inquirers.

Complete data entry on each call received.

Conduct follow-up surveys for at least 10% of callers.

Assist in the completion of required reports as directed by the 2-1-1 Racine Program Coordinator.

Provide the Database Resource Specialist with any information in the database that requires updating or requesting additional information be entered into the database.

Attend program staff meetings; submit attendance and meeting minutes to the 2-1-1 Racine Program Coordinator.

Attend mandatory in-services.

Continue professional growth through independent study and attendance at training sessions and workshops.

Other duties, as time permits, at the discretion of the 2-1-1 Racine Program Coordinator and/or Executive Director.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education and/or Experience

A degree in human services is preferred.

Experience in the provision of human services, particularly active listening skills.

Demonstrated evidence of interviewing, assessment, active listening and problem-solving skills.

Experience in public speaking preferred.

Must demonstrate at hire or acquire through on-the-job training an ability to use a multiple line telephone system to answer incoming calls.

Must be able to work closely with others and foster a workable, effective and productive relationship with other staff, administration, volunteers, agencies and clients.

### Language Skills

Very good oral communication skills, including active listening skills.

Must be able to read, write and speak English fluently.

Bilingual Spanish language abilities preferred.

### Computer Skills

Must be able to enter data, generate reports, perform word processing tasks.

### Other

Must be at least 18 years of age.

Empathy for people who are often in difficult circumstances.

Excellent problem solving skills and mature judgment.

An understanding of the significance of confidentiality and agreement to maintain this policy in all areas of agency work.

Successful completion of a State of Wisconsin Department of Justice Criminal Background Check.

Must complete Alliance of Information and Referral Services (AIRS) certification once eligibility requirements to take the test are met.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### General office duties.

Must be able to climb three flights of stairs in 90 seconds.

Must be able to handle stress and work well under pressure.

Must be able to keep an emotional distance from the clients.

Must be able to handle crises.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The call center is a general office environment located on the third floor of a building with no elevator in an urban inner city environment. Clients present with many issues including, but not limited to, physical, sexual, and/or emotional abuse, alcohol and other drug use, mental health issues, physical health problems, and problems with family dynamics.

**Status**

This position is a nonexempt part time wage position eligible for other employment with SAFE Haven of Racine, Inc. It is the policy of SAFE Haven of Racine, Inc. that no nonexempt employee work more than 40 hours per week.

**Required Hours**

This position is normally staffed in four hour blocks of time across first and/or second shift. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. A minimum of eight hours per month is required to maintain this position. Under no circumstances is any nonexempt employee to work more than forty (40) hours within a week without prior written supervisory approval.

SAFE Haven of Racine Inc. is an Equal Employment Opportunity/Affirmative Action Employer which affords employment opportunity to all applicants without regard to race, sex, sexual orientation, age, marital status, color, religion, national origin, handicap, disability or status as Vietnam-era or special disabled veterans; and is in accordance with applicable Federal laws and in compliance with the Americans with Disabilities Act.

This job description is subject to addition, amendment, change or revocation at any time without prior notice. The revised information may supersede, modify, or eliminate the existing job description.

A current copy of this job description must be provided to the employee, and maintained in the personnel file.

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Revised: 1/15/2009