



Friendship House Helpline Representative

Every person deserves a place they can call home. At Friendship House we are committed to uniting people facing homelessness with loving, supportive communities they can call home.

Hours: Full-time/Part-time - hours of operation are 8 am – 4 pm Monday – Friday
Salary: Based upon experience
Reports to: Director of Empowerment Centers

Duties and Responsibilities:

- Respond to incoming calls, emails, and messages from individuals seeking assistance or information via the helpline.
- Provide empathetic and compassionate support to callers who may be dealing with a wide range of issues such as mental health, substance abuse, emotional distress, or crisis situations.
- Actively listen and engage with callers, ensuring they feel heard, respected, and understood.
- Assess the nature and urgency of the call, and determine appropriate course of action, providing guidance and appropriate referrals when necessary.
- Provide accurate information, resources, and services meant to address the specific needs of each caller.
- Follow established protocols and guidelines in order to ensure the highest level of service and support.
- Maintain confidentiality and adhere to privacy regulations when handling sensitive or personal information disclosed during calls.
- Document comprehensive and accurate case notes after each call, including essential information and any actions taken.
- Continuously update knowledge base and stay familiar with available resources, ensuring relevant and up-to-date information is provided to callers.
- Collaborate with team members, supervisors, and other departments to address complex or challenging situations, and seek guidance when needed.
- Attend regular trainings, workshops, and meetings to enhance skills and maintain awareness of helpline best practices.
- Exhibit excellent communication skills, displaying patience, professionalism, and a non-judgmental attitude towards all callers.
- Foster a supportive and inclusive environment, respecting diverse backgrounds, cultures, and perspectives.
- Adhere to work schedules, maintain punctuality, and ensure consistent availability to receive calls during assigned shifts.
- Strive to meet or exceed performance goals and quality assurance standards.

Qualifications:

- High school diploma or equivalent educational qualification (Bachelor's degree in psychology, social work, or related field preferred).
- Prior experience in a helpline, call center, or customer service setting is an advantage.
- Strong active listening and communication skills, with the ability to provide effective support over the phone or via written communication platforms.
- Empathy, compassion, and the ability to connect with people in distress while remaining calm and composed.
- Knowledge and understanding of mental health, crisis intervention techniques, and available community resources is desirable.
- Ability to handle stressful situations and remain calm in high-pressure environments.
- Strong organizational skills and ability to multitask, prioritize, and manage time effectively.
- Excellent computer skills, including proficiency in using helpline-specific software, databases, and other office applications.
- Willingness to work flexible hours, including evenings, weekends, and holidays, as necessitated by the needs of the helpline.
- Commitment to maintaining confidentiality, privacy, and ethical standards.