



## **NJ 2-1-1 Partnership Job Description**

**Job Title: Lead Specialist**

**Reports to: Help Center Manager**

### **Job Summary:**

Under limited supervision, responsible for being the first point of contact for other Information and Referral Call Specialists. Assist Community Resource Specialists with the handling of challenging or escalated calls and brainstorming ideas to assist clients. Provide call monitoring and quality assurance coaching in accordance with AIRS Standards

### **Key Responsibilities:**

- First point of contact for the community resource specialists who have questions about callers with challenging issues or with individuals who may need the call escalated to a supervisor. Brainstorms ideas with call specialists and helps determine if further advocacy or follow-up is needed. Assist specialists with difficult callers when needed.
- Monitor community resource specialists to ensure that they are assisting 2-1-1 callers in accordance with the AIRS Standards (silent or side-by-side monitoring is acceptable). Coach specialist who need assistance with call quality and provides feedback to the Help Center Manager if an individual is in need of additional training or assistance.
- Receives English and/or other language incoming 2-1-1 calls, assesses clients' needs and makes appropriate referrals to social service agencies, programs and services. Keeps up-to-date, accurate records on all calls.
- Perform follow-up calls for Quality assurance.
- Participates in internal events and stays informed on social issues and programs, changes in services. Attends staff meetings, conferences and workshops in order to upgrade professional skills.
- Participates on select task forces and committees and performs other duties as assigned (i.e. mentoring program for new staff, participate in roll-out of new processes, etc.).

### **Skills/Qualifications**

- College degree in human services preferred
- One year experience in a human services position with demonstrated knowledge of community resources
- Demonstrated evidence of assessment and problem solving skills.
- Strong oral and writing communication skills
- Problem solving
- Reliability
- Attention to detail
- Cooperation / Teamwork
- Proficient keyboard skills

**Applicants should submit a resume and cover letter to [career@nj211.org](http://career@nj211.org). (RE: Job posting on NJ 2-1-1)**

*No phone inquiries permitted*