



## **JOB ANNOUNCEMENT**

*Bill Wilson Center is a nationally and regionally recognized leader for providing services to at-risk youth and families. Our agency -- from our executive team to our line staff -- is committed to improving the lives and conditions of the people we serve. We provide direct services to more than 3,500 children, youth, young adults and families in Santa Clara County. BWC provides services that meet the cultural and linguistic needs of our whole community. We value our unique ethnic diversity as well as the LGBTQ community and non-able body community. Join us and become a difference maker at Bill Wilson Center!*

*Find out more at [http://www.billwilsoncenter.org/bwc\\_jobs/](http://www.billwilsoncenter.org/bwc_jobs/)*

## **RELIEF Call Specialist**

### **SUMMARY:**

The RELIEF Call Specialist will support the Contact Cares/Centralized Intake program by filling in shifts that need to be covered. The RELIEF Call Specialist will perform basic administrative duties, take calls when no volunteer is available and provide Centralized Intake services.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assist Program Manager with tasks as instructed
- Fills in for Call Specialist or Volunteers when they are not available.
- Responds to crisis situations as needed with clients calling any of the lines
- Provides Centralized Intake services to clients calling for services
- Provides feedback to Program Manager on volunteer performance
- Data collection and data entry
- Answers crisis hotline calls and assist clients directly with crisis intervention
- Assists with outreach and community presentations
- Assist with Contact Cares trainings for volunteers
- Office maintenance: photocopies, files, stocking supplies
- Attends monthly meetings as required
- Compiles and updates caller information for database
- Ensure that BWC property and sites are neat and tidy and report all maintenance or safety issues to manager or Facilities Manager immediately
- Regular attendance is a requirement of the position
- Flexible schedule required at times for work on evenings and/or weekends
- Participate in agency Program Quality Improvement Activities and initiatives
- Participate in agency Safety initiatives and proactively report safety issues to management immediately.
- Other duties as assigned

### **QUALIFICATIONS:**

AA preferred; or high school diploma plus one to three years related experience and/or training; or equivalent combination of education and experience. Must be punctual, efficient and organized; effective and professional under pressure. Ability to balance

RELIEF Call Specialist - Contact Cares Centralized Intake

excellent client care with meeting deadlines and ensuring positive program goals and outcomes. Experience providing services to clients of various racial, ethnic, socioeconomic backgrounds or sexual identity who are overrepresented in homeless populations as well as working in different cultural environments. An understanding of humility and respect for working with homeless youth and families. Excellent communication skills - must be personable and informative when presenting BWC programs and services. Valid California driver's license with access to a personal vehicle, Fingerprint/background check.

**SALARY RANGE:**

\$22.00 per hr. No benefits.

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**For consideration, please submit cover letter and resume (reference the position name in the subject line and/or cover letter) to:**

**BILL WILSON CENTER**

**ATTN: Resumes**

**FAX: (408) 244-4022**

**Email: [resumes@billwilsoncenter.org](mailto:resumes@billwilsoncenter.org)**

**EEO:**

*Bill Wilson Center is an Equal Opportunity/Affirmative Action employer committed to building a team that represents the racial, ethnic and linguistic needs of our community. People of color, women, persons with disabilities, and persons who are LGBTQ are strongly encouraged to apply.*

*This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and BWC's operations, responsibilities may be modified at any time.*