



Beacon of Hope
Crisis Center

Crisis Call Intake Specialists

A Crisis Call Intake Specialist serves as the first point of contact for clients entering or phoning our crisis center and provides referrals addressing immediate needs of our clients. The Specialist will field incoming calls to Beacon of Hope Crisis Center crisis lines, complete the intake process for new clients, manage information given to callers who do not need shelter and provide quality customer referral service to those who do.

Primary Responsibilities:

- Answering all incoming calls, including crisis calls, informational calls, follow-up contact calls and calls for staff members
- Completing crisis call assessment forms with callers to determine program eligibility and appropriateness
- Providing information and supportive services for staff, residents and visitors at the front desk
- Performing other administrative duties as requested by the Crisis Call Team Leader
- Maintaining complete, accurate and timely information on callers and completing subsequent data entry
- Following agency rules and protocols for admitting people to the center
- Fostering an environment of respect with clients, callers and staff
- Providing clients with information and support as appropriate
- Performing security checks within the center to increase safety of staff and residents
- Representing Beacon of Hope Crisis Center on the telephone with other agencies and the community at large
- Work with other agency staff on projects or initiatives as directed by Crisis Call Team Leader
- Maintaining building security by insuring that all doors stay locked at all times. Volunteers will never be alone in the building.
- Supporting other staff and volunteers as needed
- Maintaining cleanliness and care of the Center's offices
- Supporting other areas whenever possible.

Skills:

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317.731.6131 *office* | 317.731.6140 *crisis line* | 317.731.6132 *fax* | P.O. Box 34318 Indianapolis, IN 46234

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- Ability to stay calm and use appropriate judgment in responding to crisis and security situations
- Critical thinking and evaluation skills
- Ability to handle multiple tasks
- Attention to detail in record keeping, coordination and documentation
- Excellent organizational skills
- Ability to problem solve and make appropriate decisions in urgent situations
- Punctuality and dependability
- Awareness and adherence to confidentiality and boundaries
- Excellent communication skills (verbal and written)
- Positive attitude with callers, clients, staff and volunteers
- Ability to work both independently and as a team
- Proactivity

Required Qualifications:

- Working knowledge of Microsoft suite including Word, Power Point and Excel
- Excellent typing skills
- Commitment to non-violent and cooperative work environment
- Commitment to providing quality and equitable services to all clients regardless of race, ethnicity, sex, gender identity, religion, age or sexual orientation
- Ability to pass a criminal background check
- Ability to do online research

Preferred Qualifications (not required)

- Knowledge of community resources
- Knowledge of Access
- Experience with Case Management Software
- Bachelor's degree in social work, human services, psychology or related field OR previous experience in working with traumatized persons
- Fluency in Spanish

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