

NYAPRS, INC.
Hotline Specialist

Title: Hotline Specialist
Division: Peer
Reports to: Director of Peer Navigator Project
Status: Full-Time, Exempt

Position Summary: The Hotline Specialist is a vital member of the NYAPRS' Peer Navigator team. The NYAPRS Peer Navigator Project is an innovative program designed to assist HARP enrolled individuals by connecting them with a highly trained Peer Navigator. The Hotline Specialist will receive inbound calls from HARP Members and clinicians interested in CORE services and will engage HARP Members to connect them with Peer Navigators who will accompany them throughout the process of awareness, interest, referral, enrollment, and involvement in Community Oriented Recovery and Empowerment (CORE) services.

Major Responsibilities/Activities:

- Answer hotline and make callbacks when there is a queue of callers
- Collect and maintain call record information (name of the caller, phone number, email, communication preference, etc.)
- Engage callers who may be interested in CORE/HCBS by sharing relevant information
- Share personal experience with behavioral health to support engagement
- Connect callers to a peer navigator immediately, when possible, via conference call
- Demonstrate sensitivity regarding mental health challenges. Project a non-judgmental attitude towards those requiring assistance.
- Answer and provide appropriate assistance for information/referral calls following Policies and procedures.
- Document calls correctly into the tracking system according to policy and procedure
- Attend all Peer Navigator staff meetings, in-service meetings, and training
- Attend weekly supervision meetings with Project Director

Requirements:

- High School Diploma or equivalent
- Excellent listening and verbal communication skills; ability to speak clearly and be easily understood over the telephone.
- Computer experience and proficient typing skills.
- Understanding of confidentiality and privacy issues
- Knowledge of the NY State mental health and substance use system, particularly Community Oriented Recovery Empowerment (CORE) services.
- Ability to convey a message of hope and recovery for people with psychiatric disabilities.
- Ability to complete basic documentation requirements regarding work activities.
- Flexible schedule occasionally, including evenings and weekends.

- Must be independent and reliable
- Must have internet/email access.
- Knowledge of Microsoft Office Suite and Google Docs
- Lived experience with the mental health system.

To apply, please submit a cover letter, salary requirements, and resume to hr@nyaprs.org or by regular mail to NYAPRS, 194 Washington Avenue, #400, Albany, NY 12210 ATTN: HR Manager. www.nyaprs.org. NYAPRS is an equal opportunity employer.