

Care_Partner responsibilities may include:

- Manage medium-to-large amounts of inbound and outbound calls in a timely manner
- Follow CARE scripts when handling difficult topics
- Identify needs, clarify information, research every issue, and provide solutions and/or appropriate referrals



Job brief

A *Care_Line Partner* is the liaison between our services and the caller (i.e., student, alumni, community member, or others.) The successful Partner will be able to accept ownership for effectively offering comfort and care for all inquiries. Ensuring that the caller feels heard is at the core of every decision and action.



Responsibilities

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication scripts when handling difficult topics
- Identify caller's needs, clarify information, research every issue, and provide solutions and/or alternatives
- Seize opportunities to be of service
- Encourage those seeking help by going the extra mile
- Keep records of all conversations with comprehensible notes and follow-through

Requirements

- LMFT and/or Clinical Training is a plus
- Previous experience with Call Line (or support network) support is helpful
- Strong phone and verbal communication skills along with active listening skills
- Focus and adaptability to different personality types
- Ability to multi-task, set priorities, and manage time effectively
- A track record of caring for others
- A heart for those who may be in need