

POSITION TITLE: HELPLINE SPECIALIST

SUPERVISED BY: Executive Director

EXEMPTION STATUS: Exempt

SUPERVISES: None

DATE APPROVED: 6/2/25

SALARY: \$55,000 per year

POSITION RESPONSIBILITIES:

1. Answers 800-GAMBLER Helpline calls from 9:00 am – 5:00 pm M-F.
2. Provide support for the state's dedicated 800-GAMBLER problem gambling helpline; and to aid community outreach to educate and raise awareness about problem gambling and resources available through the Council on Compulsive Gambling of New Jersey.
3. Conduct initial assessment, to determine individual caller's needs.
4. Provide crisis intervention through supportive listening, providing basic health education, assisting clients' access to various treatment and support services, and referring clients to needed resources.
5. Update all referrals – Treatment Referral List, GA and GamAnon Meetings, Self-Exclusion instruction, etc.
6. Keep current listings of treatment providers, self-help meetings and other referral materials and share with staff and LACG.
7. Prepare and distribute informational literature.
8. Provide referral services with treatment providers on our network.
9. Participate in staff meetings and conferences.
10. Participate in NCPG Helpline Committee meetings, Modernization Meetings and Contact Center meetings.
11. Liaison between CCGNJ, NCPG and LACG on all 800-GAMBLER Helpline issues.
12. Prepare written reports and maintain records of outreach contacts and activities.
13. Input helpline call information on intake form. Collect LACG information and combine with CCGNJ's. Compile statistics and reports on the information collected as requested.
14. Maintain a good working relationship with all members of the 800-GAMBLER Helpline community.
15. Other related duties as assigned.

POSITION REQUIREMENTS:

1. Possess a valid NJ driver's license.
2. High School Diploma or GED.
3. Two (2) years prior experience as a Peer Counselor, lived experience, or addiction recovery is strongly preferred.
4. General knowledge of community and/or social service resources and programs.

5. Skill in assessing client needs.
6. Spanish speaking encouraged.
7. Ability to communicate effectively orally and in writing.
8. Ability to establish and maintain effective working relationships.
9. Ability to operate computers, Microsoft applications such as, but not limited to: PowerPoint, Outlook, Excel, etc., and other office equipment.
10. Ability to write reports and maintain records.
11. Ability to manage sensitive and confidential matters with discretion and tact.
12. Ability to interact with the public, health care/treatment providers, community organizations, and other social service agencies.
13. Ability to maintain poise and courtesy under pressure.
14. Work from office five days a week.