



JOB ANNOUNCEMENT

POSITION: Part Time Warm Line Counselor – San Francisco Mental Health Peer-Run Warm Line

REPORTS TO: Warm Line Program Manager & Assistant Manager

PAY RATE: \$18.50/hour base rate**

HOURS/STATUS: Part-time (16 hours per week), Non-exempt

(**Incremental pay grades above base for overnight shift work and high-need languages spoken.)

The Mental Health Association of San Francisco (MHASF) is proud to announce implementation of the Mental Health Peer Run Warm Line! Run and staffed exclusively by individuals with lived experience of mental health conditions and champions of recovery, the Warm Line provides live peer support via phone and online chat. This is a fantastic opportunity for innovators in recovery to join the Bay Area's leading and most dynamic mental health change agency.

Overview of Position:

The Warm Line Counselor for the San Francisco Mental Health Peer-Run Warm Line will support the day to day operations of the Mental Health Peer-Run Warm Line with the Mental Health Association of San Francisco (MHASF). The Peer-Run Warm Line is a new multi-faceted peer support program in which trained peer staff provide live support to individuals in sub-acute crisis/distress in San Francisco via 1:1 phone and web-based technology on a 24 hour/7 day a week basis (after full program implementation). Warm Line Counselors will provide peer support over the phone and over an Internet chat based service during regular four or eight hour shifts.

RESPONSIBILITIES:

- Provide live web/phone coverage for day-to-day operations of Warm Line.
- Collect and maintain data of calls/chat for Warm Line
- Collaborate with county and community-based organization partners in linkage of Warm Line to other crisis triage efforts via warm transfers to appropriate agencies
- Work with Warm Line Specialists to support community outreach events and other promotion and communication efforts as needed
- Maintain strong working relationships with project and agency partners, consumer advocates, and other key stakeholders
- Participation in daily debrief sessions with Warm Line Specialists
- Participation in bi-weekly supervision with Warm Line Specialists
- Ability to travel to local and regional training sites and meetings
- Availability during evening and weekend hours
- Other duties as assigned by the Warm Line Specialists or Warm Line Program Manager



REQUIRED QUALIFICATIONS

- Personal lived experience of mental health challenges/psychiatric disability
- Willingness to work weekends, as well as early mornings or late evenings
- Familiarity with peer specialist or peer support services
- Commitment to consumer empowerment, culturally competent services, and nonjudgmental approach to support
- Highly organized and resourceful, excellent attention to detail, ability to multi-task and manage time well to accomplish all key tasks
- Professional computer skills including Microsoft Word, Outlook, Excel, and web navigation
- Collaborative team working style with ability to relate effectively with people from diverse backgrounds
- Commitment to the mission, vision and values of MHASF

DESIRABLE QUALIFICATIONS

- Overnight availability strongly preferred, experience working overnights a plus
- Previous experience working in a call center (hotline, warmline, etc.)
- Previous experience using database management software
- Bilingual in Spanish, Cantonese, Mandarin or Vietnamese
- Familiarity working with county mental health systems
- Familiarity with mental health recovery resources and consumer empowerment and advocacy
- Undergraduate degree preferred

About the Mental Health Association of San Francisco

The Mental Health Association of San Francisco (MHASF) advances the mental health of the people of San Francisco and leads the global community in advocacy, education, research and supports that promote recovery and wellness while challenging the stigma associated with mental health conditions. MHASF, a mental health consumer-run program, is the local affiliate of the Mental Health Association in California and National Mental Health America. People with lived experience of mental health conditions are strongly encouraged to apply.

TO APPLY

Please include:

- A) Cover letter describing your interest in this position and MHASF
- B) Warm Line Counselor Application
- C) Resume

Email (preferred): dilhara@mentalhealthsf.org

Fax: 415-421-2928

USPS: 870 Market St. Suite 928, ATTN: Warm Line Manager, San Francisco, CA 94102

***For emails please include in the subject line the position for which you are applying, your last name, and the initial of your first name.**

No phone calls please. Applications will be reviewed as they are received. Positions are open until filled.