



JOB ANNOUNCEMENT

| | |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| POSITION: | Warm Line Counselor/Referral Database Assistant Multiple Positions Available |
| REPORTS TO: | Information Systems Coordinator |
| SALARY/ BENEFITS: | \$18.50/hour |
| HOURS/STATUS: | TEMPORARY position (through June 30, 2017) Possibility of continued employment after June 2017 PART-TIME at 16-30 hours/week, Non-exempt |

OVERVIEW OF POSITION

The Peer Run Warm Line is a multi-faceted peer support program in which trained peer staff provide 1:1 live support to individuals in sub-acute crisis/distress in San Francisco over the phone and through an Internet chat-based service on a 24 hour/7 day a week basis (after full program implementation). Under the direction of the Information Systems Coordinator, the Warm Line Counselor/Referral Database Assistant will support the day to day operations of the San Francisco Peer Run Warm Line by 1) providing 1:1 peers support via phone and chat and 2) database support for the iCarol resource database utilized by the Peer Run Warm Line and San Francisco Resource Connect, a resource directory connecting Bay Area residents to local services. Database responsibilities include resource verification through phone calls to service providers, categorization of resources, and identifying and adding new resources.

RESPONSIBILITIES AND REQUIREMENTS

- Provide live web/phone coverage for day-to-day operations of Warm Line.
- Collect and maintain data of calls/chat for Warm Line
- Participation in daily debrief sessions with Warm Line Specialists
- Participation in bi-weekly supervision with Warm Line Specialists
- Complete two day training and orientation to iCarol, the web based call center software used to manage resource database for the Warm Line and San Francisco Resource Connect. More training and supervision may be required.
- Review existing iCarol resource entries and ensure that content meets database standards. This includes but is not limited to formatting data and composing and/or editing descriptive text fields.
- Restructure resource entries using established structural scheme, as needed.
- Make phone calls to service providers to confirm accuracy of information in database.
- Assign AIRS taxonomy, a standardized categorization system, to resource entries.
- Suggest and add new resources to add to the database.
- Other duties as assigned by the Warm Line Specialists or Information Systems Coordinator.

REQUIRED QUALIFICATIONS

- **Personal lived experience of mental health challenges/psychiatric disability**
- Demonstrated competency in Windows 7, including moderate to advanced proficiency using Microsoft Office programs (Word, Excel, and Outlook), and ability to type 40WPM.
- At least one (1) year of experience working with databases or large data sets, or equivalent experience (please explain)
- Able to work independently and confidently with minimal supervision after training is completed.
- Outstanding attention to detail and able to perform repetitive tasks accurately and efficiently.
- Must be available at least 16 hours per week, Monday through Friday, 8:30am-4:30pm.
- Familiarity with peer specialist or peer support services
- Commitment to consumer empowerment, culturally competent services, and nonjudgmental approach to support
- Collaborative team working style with ability to relate effectively with people from diverse backgrounds
- Commitment to the mission, vision and values of MHSF

DESIRABLE QUALIFICATIONS

- BA/BS degree in a relevant field of study (e.g. sociology, information science, etc).
- Familiarity and/or experience using iCarol and/or AIRS taxonomy.
- Active member of PROPEL.
- Flexible schedule during Monday through Friday hours listed above (night and weekend availability not required)
- Previous experience working in a call center (hotline, warmline, etc.)
- Bilingual in Spanish, Cantonese, Mandarin or Vietnamese
- Familiarity with county mental health systems, mental health recovery resources and consumer empowerment and advocacy

TO APPLY

Send application materials via email, mail, or fax.

Email (Preferred):

katie@mentalhealthsf.org

Please include in the subject line the position you are applying for, your last name, and the initial of your first name.

Mail:

ATTN: Information Systems Coordinator
Mental Health Association of San Francisco
870 Market St, Suite 928
San Francisco, CA 94102

Fax:

415-421-2928
ATTN: Information Systems Coordinator

Application Materials

1. Cover letter describing your interest in this position and MHASF as well as how your experiences meet the required qualifications
2. Resume

No phone calls please. Applications will be reviewed as they are received.

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.
