



Mental health
advocacy, education
and support.

NAMI Chicago Job Posting

Title: Helpline Coordinator

Type: Full-Time

Reports to: Director of Community Engagement

Position Summary:

The Helpline Coordinator is responsible for assisting the Director of Community Engagement in managing the day-to-day operation of the NAMI Chicago Helpline, including providing support and referrals to callers. The Helpline Coordinator will audit calls and manage helpline call takers to ensure that operations are of the highest quality. The Helpline Coordinator is responsible to ensure all activities are in concert with the organization's achievement of its mission. All activities described below are to be performed in the service of vulnerable populations; specifically individuals and family members of those living with mental illnesses and/or substance use disorders.

Primary Responsibilities:

- Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude towards those requiring assistance.
- Answer and provide appropriate assistance for information/referral calls and crisis/suicide calls following policies and procedures.
- Identify previous callers and provide appropriate action items based on their past calls and profile.
- Conduct audits of Helpline calls to identify trends and maintain quality of service, including some supervision of the Helpline team.
- Complete follow-up calls in accordance with policies and procedures.
- Assist in problem-solving and navigating issues as they arise on the helpline.
- Attend community events to promote NAMI Chicago and the Helpline.
- Document and audit calls and resource updates into iCarol, NAMI Chicago's record system.
- Conduct environmental scans and other research as needed to ensure the accuracy of the resource database.
- Attend all case reviews and staff meetings or trainings.
- Other duties as assigned by Director of Community Engagement.

Qualifications:

- Master's Degree in social service field or equivalent experience, LCSW or LCPC preferred.
- Strong verbal and written communication skills.
- Prior experience with the mental health system and crisis situations.
- Prior experience in managing a team and creating a supportive environment.
- Proficiency in Microsoft Windows, Microsoft Office, and database management.
- Bilingual – Spanish/English highly preferred

Applications will be accepted until the position is filled. Please send your resume and cover letter to Jim Poole at jim@namichicago.org. NAMI Chicago is an equal opportunity employer.