



Mental health  
advocacy, education  
and support.

## NAMI Chicago Job Posting

**Title:** Helpline Manager

**Type:** Full-Time

**Reports to:** Director of Community Engagement

### **Position Summary**

The Helpline Manager is responsible for providing support and referrals to callers on the NAMI Chicago Information & Referral Helpline, and supporting the Director of Community Engagement in managing day-to-day operations on the helpline. The Helpline Manager will assist in implementing strategies to update resources and engage effectively with partners. The Helpline Manager 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 illness.

### Primary Responsibilities:

- Take a primary role in fielding helpline calls and providing appropriate support and referrals to callers.
- Maintain intake notes, agency resource records, and documentation using NAMI Chicago's database system.
- Assist in problem-solving and navigating issues as they arise on the helpline.
- Work with providers across Chicago to ensure that the database has the most complete and current information regarding their work.
- Support the Director of Community Engagement in promoting the helpline in the community as needed.
- Work collaboratively with colleagues to ensure service quality.
- Perform other duties as assigned by the Executive Director or Director of Community Engagement.

### Qualifications:

- A Bachelor's Degree in Social Work, Psychology, Counseling or other related field required, Master's preferred.
- 2 years experience working with people living with mental illness in a community agency, hospital, or other setting.
- Proficiency in Microsoft Windows, Microsoft Office, and database management.
- Bilingual Spanish/English highly preferred.

### To Apply:

- Send your resume and cover letter to Jim Poole at [jim@namichicago.org](mailto:jim@namichicago.org)