



Mental health
advocacy, education
and support.

NAMI Chicago Job Posting

Title: Helpline Manager

Type: Full-Time

Open Positions: 2

Reports to: Helpline Coordinator

Position Summary:

NAMI Chicago seeks two compassionate, resourceful individuals to join our growing team as Helpline Managers. The NAMI Chicago Helpline supports individuals, families and professionals in understanding and navigating the system of mental health. The ideal Helpline Manager is an empathetic listener with experience helping clients navigate through complex personal and systemic challenges. The Helpline Manager is a thoughtful team player who can manage multiple priorities and work closely with diverse colleagues to triage and connect clients to care.

In 2019, NAMI Chicago is undertaking an ambitious initiative to build additional hours, clinical staffing capacity and language options in our Helpline. This expansion will allow NAMI Chicago to be a resource and listening ear for thousands more individuals and families impacted by mental illness each year.

The Helpline Manager is responsible for providing support and referrals to callers on the NAMI Chicago Helpline, and supporting the Helpline Coordinator in managing day-to-day operations. The Helpline Manager works with callers to provide hope and promote recovery through a strengths-based and healing-centered approach to service.

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. Some evening and weekend hours will be required as part of this position.

Primary Responsibilities:

- Provide support, information, and referrals to callers on the NAMI Chicago Helpline. This work centers on listening, supporting each caller's needs and self-determination, and advocating on their behalf as necessary.
- Be an active learner and engage in quality improvement activities and supervision to promote the Helpline's continual growth and improvement in quality of services provided.
- Support NAMI Chicago's team approach on the helpline by participating in case review, supporting co-workers, and attending scheduled trainings.
- Maintain intake notes, agency resource records, and documentation using NAMI Chicago's database system.
- Work with providers across Chicago to support relationship development and to ensure that our database has the most up-to-date information.



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- Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude towards those requiring assistance.
- Support the Helpline Coordinator in promoting the helpline in the community as needed. This may also include the opportunity to lead trainings or workshops focused on mental health for public audiences.
- Perform other duties as assigned by the Executive Director, Director of Community Engagement, or Helpline Coordinator.

Qualifications:

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

To Apply:

- Send your resume and cover letter to Jim Poole, Director of Community Engagement, at jim@namichicago.org.