



Mental health
advocacy, education
and support.

NAMI Chicago Job Posting

Title: Helpline Specialist

Type: Part-Time, Hours available: Weekday evenings 5pm to 8pm, Saturdays 1pm to 5pm and Sunday, 9am to 5pm.

Reports to: Director of Community Engagement

Position Summary:

NAMI Chicago seeks compassionate, resourceful individuals to join our growing team as Helpline Specialists. The NAMI Chicago Helpline provides compassionate support and personalized referrals to callers seeking to understand and navigate the mental health system. Currently, the helpline is open Monday through Friday from 9am to 5pm and Saturday 9am to 1pm.

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 Specialist will work part-time to fill staffing needs M-F from 5pm to 8pm, Saturday from 1pm to 5pm and Sunday from 9am to 5pm. The Helpline Specialist is responsible for providing support and referrals to callers. The Helpline Specialist is responsible to ensure all activities are completed in concert with the achievement of NAMI Chicago's 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 following policies and procedures.
- Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures.
- Identify previous callers and provide appropriate action items based on their past calls and profile.
- Complete follow-up calls in accordance with policies and procedures.
- Assist in problem-solving and navigating issues as they arise on the helpline.
- Enter updated information on resources into the database, as needed.
- Contact Director of Community Engagement or other on-call supervisors as necessary.
- Other duties as assigned by Director of Community Engagement.

Qualifications:



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- A Bachelor's Degree in social service field or equivalent experience. Master's Degree, LCSW or LCPC preferred.
- Strong verbal and written communication skills.
- Prior experience with the mental health system and crisis situations.
- Proficiency in Microsoft Windows, Microsoft Office, and database management.
- **Bilingual – Spanish/English strongly preferred**

Compensation

- Competitive hourly rate

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