



Mental health
advocacy, education
and support.

NAMI Chicago Job Posting

Title: Bilingual Helpline Manager

Type: Full-Time

Reports to: Helpline Coordinator

Background:

The mission of the National Alliance on Mental Illness (NAMI) Chicago is to provide hope and improve the quality of life for those whose lives are affected by mental illness. NAMI Chicago seeks to fill gaps in Chicago's mental health system, with an intentional emphasis on serving underrepresented populations and breaking down barriers to care.

NAMI Chicago is experiencing significant growth in our organization, which supports individuals, families, professionals, and community members in understanding and navigating the system of mental health services. This year, 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.

We are seeking to hire compassionate and resourceful Bilingual Helpline Manager to provide support and referrals to callers on the NAMI Chicago Helpline, and supporting the Helpline Coordinator in managing day-to-day operations, work with callers to provide hope and promote recovery through a strengths-based and healing-centered approach to service. The Helpline Manager will be expected to work at least two evening shifts per week and occasional weekend shifts.

Responsibilities:

- Provides support, information, and referrals to callers on the NAMI Chicago Helpline. This work centers on listening, supporting each caller's needs, self-determination, and advocating on their behalf as necessary
- Partners with providers across Chicago to support relationship development and ensure that our database has the most up-to-date information
- Supports 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
- Actively participates in quality improvement activities and supervision to promote the Helpline's continual growth and improvement in quality of services provided
- Embodies NAMI Chicago's team approach on the helpline by participating in case review, supporting co-workers, and attending scheduled trainings
- Maintains intake notes, agency resource records, and documentation using NAMI Chicago's database system
- Performs other duties as assigned by the Executive Director, Director of Community Engagement, or Helpline Coordinator



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Essential Knowledge, Skills and Abilities:

- Demonstrates commitment to serving underrepresented and vulnerable populations, including social and racial/ethnic minorities as well as those living with mental illnesses and/or substance use disorders
- Willing to work in a diverse environment regarding race, ethnicity, culture, sexual orientation and gender
- Exhibits sensitivity, empathy regarding human service issues and projects a non-judgmental attitude towards those requiring assistance

Requirements:

- Bachelor's degree in Social Work, Psychology, Counseling or other related fields required
- Master's strongly preferred
- Ability to communicate effectively in both English and Spanish required
- 2 years or more 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

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