The NAMI Helpline is an Information, resource, and referral line that provides a vital service to the NAMI Greater Cleveland community. Inquiries are responded to by phone, email, in-person, and written correspondence. Volunteers/interns provide information about mental health conditions and treatment options, NAMI Greater Cleveland’s education and support programs, and other mental health resources along with referrals to NAMI State and NAMI Affiliate organizations, mental health agencies and support organizations.

Volunteers/interns extend empathy, understanding, respect and emotional support to everyone contacting the NAMI Helpline. In return, you will gain extensive first-hand experience that allows you to develop an in-depth understanding of the people living with and issues surrounding mental illness.

**Minimum Requirements for Volunteer Helpline Receptionist**

- Volunteers/interns are required to commit to a minimum of one, 4-hour shift per week during regular Helpline hours (10:00 am – 4:00 pm; Mon-Fri), for the duration of one year or more following completion of training.
- A student or professional of mental health, and/or someone with "lived," personal experience with a mental health condition and recovery - either as a person living with a mental health condition or a someone caring for a loved one living with a mental health condition
- Excellent communication skills (oral and written), particularly in listening and ability to convey a respectful, empathetic tone
- Preferred experience in a call-center or service-oriented position
- Analytical ability with problem-solving skills and resourcefulness for assessing callers' needs and finding correct resources in a timely manner
- Basic knowledge of mental illnesses, treatments, recovery, and mental health care systems with an interest in learning more
- Minimum basic skills with MS Office (Word, Outlook, Excel) and social media; Intermediate keyboarding skills with minimum typing speed of 45 wpm
- Ability to conduct basic internet research quickly while simultaneously managing phone conversation
- Bilingual English/Spanish ability strongly welcomed
- Willingness and capability to undergo an ongoing Helpline training process
• Is (or willing to become) a member of NAMI

**Personal Qualities:**

• Demonstrated reliability, professionalism and punctuality
• Respect and compassion for people affected by mental health conditions with desire to help others facing mental health challenges
• Ability to manage emotionally stressful situations with positive spirit and open-mindedness
• Passion to learn about mental health conditions, resources, and behavioral health system
• Willingness to take initiative to seek help when needed, and ability to accept and implement constructive feedback
• Maturity and patience to communicate effectively with people from diverse backgrounds and experiences while demonstrating empathy to facilitate respectful dialogue with callers who may be in emotional distress or active psychosis