

POSITION SUMMARY:

NAMI Greater Cleveland Helpline Coordinator provides information, referral and support to people living with a mental health condition, family members, caregivers, mental health providers and the public. The coordinator links individuals to programs and services available at NAMI Greater Cleveland and within greater Cuyahoga County. This role is responsible for support services and provides supervision to helpline volunteers. This is a full-time, exempt position.

KEY RESPONSIBILITIES:

- Organize and respond to all forms of communications to the HelpLine and maintain established service standards regarding response/delivery times.
- Gathers service information from community agencies and maintains an Information Resource Directory for organizational use.
- Maintain inventory of all service information materials to ensure availability at all times.
- Serves as point of contact for volunteers including screening and linkage to appropriate department (i.e. Development, Administration, Helpline, Programs).
- Oversight & training of Helpline volunteers including assignment of daily task and maintaining volunteer hours.
- Keep current with mental health news and updates
- Prepares monthly and quarterly reports, as directed.
- Interacts on a regular basis with staff, officials and the general public.
- Assumes additional responsibilities and performs special projects as needed or directed.

REQUIRED SKILLS:

- Superior active listening and communication skills that enable effective problem solving when addressing Helpline caller's needs.
- Strong writing skills
- Ability to relate to persons of all ages from diverse backgrounds.
- Ability to represent the interests of persons with mental illness and their family members.
- Knowledge of the mental health system including treatments and resource.
- Skills in volunteer management.
- Working knowledge of Microsoft Office applications and use of internet.
- Ability to maintain a comprehensive record-keeping system.
- Ability to maintain confidentiality.
- Ability to multi-task requiring strong organizational and time management skills.
- High degree of initiative and independent judgment.

REQUIREMENTS:

- Bachelor's degree in social work, psychology or related field
- Two years' experience with providing mental health intake/information referrals or services
- Previous experience working with mentally ill individuals and their families
- Valid Driver's License

PREFERRED REQUIREMENTS:

- Bilingual, English-Spanish Preferred
- Licensed Social Worker or Counselor

JOB CLASSIFICATION:

This is a Full-Time, exempt position with usual business hours 9-5pm EST. This position may require evening and weekend availability, as needed. Requires regular participation and attendance at organization sponsored events and meetings.

Applications are due by April 24th and should be sent to Liz Krull at krull@namicleveland.org