

POSITION TITLE:	Warm Line Coordinator
JOB STATUS:	Part-time (24 hours per week), non-exempt; permanent
PAY RANGE:	\$23.00 - \$25.00 per hour, depending on experience
BENEFITS:	<ul style="list-style-type: none"> • Kaiser HMO or Blue Shield PPO medical; Principal dental, vision, life & long-term disability; plus an EAP (60% premium paid by employer for medical, dental & vision) • Vacation and Sick time accruals, and 11+ paid holidays annually • Opportunity for advancement—over 70% of our staff have been promoted internally!
SCHEDULE:	<ul style="list-style-type: none"> • Availability needed within the Sunday – Thursday, 1pm – 9pm window • Occasional flexibility needed to attend morning staff meetings and for urgent situations
REPORTS TO:	Warm Line Program Manager
POSITION START:	November 19 th (approximate)

About the Mental Health Association of San Francisco (MHASF)

MHASF is a mental health peer-run nonprofit located in downtown San Francisco and serving people and agencies across the Bay Area since 1947. As mental health consumers ourselves, we center the lived expertise of people with mental health challenges in our advocacy, education, and support programs, and believe that dignity and recovery in mental health are something everyone can experience. Our staff is dedicated to creating spaces for learning and healing around stigmatized and under-resourced areas in mental health—hoarding and cluttering behavior, peer employment support, mental health & nutrition, community-based crisis response, and more. MHASF strongly encourages people with lived experience of mental health challenges to apply and grow with us!

OVERVIEW OF PROGRAM & POSITION:

Since 2014, the San Francisco Peer-Run Warm Line has offered 1-on-1 emotional support, information, and referrals via phone and instant messaging to the Bay Area community and beyond. Operated exclusively by individuals with their own lived experience of mental health challenges, the Warm Line connects highly trained peer counselors with people seeking support for a wide array of concerns to help them build connections, trust, resourcefulness, and hope to support recovery now and prevent crisis later.

The Warm Line is led by a team of three Coordinators who oversee the day-to-day operations of the program, under the supervision of the Program Manager, ensuring that both our participants and our volunteer peer counselors have a constructive, consistent, and high-quality experience with MHASF. The Warm Line Coordinator has responsibilities both on the front line and behind the scenes, working in the call center to mentor counselors, troubleshoot technical problems, and assist with taking calls and instant messages, while also partnering with the team on scheduling, counselor training, database management, program development, outreach, and recruitment. We're seeking someone with a combination supervisory or training experience, solid organizational and writing skills, a nonjudgmental and non-coercive approach to emotional support, and an understanding of the profound importance of peer-to-peer connections for emotional wellness. If you're enthusiastic about peer-run mental health services and want to make a broader impact on service delivery through program coordination, you may be the person we're looking for.

CORE RESPONSIBILITIES:

Call Center & Volunteer Support

- Co-facilitate new volunteer counselor trainings, continuing education workshops, and team meetings
- Supervise, direct, and provide performance guidance to volunteer counselors working in the call center
- Hold 1-on-1 mentorship meetings with counselors to give feedback and promote skills development
- Provide backup support by taking calls and instant messages when during high-volume hours
- Debrief challenging and triggering situations with counselors and develop follow-up plans
- Run basic troubleshooting for technical issues—malfunctioning equipment, network non-connectivity, etc.—and escalate to Operations Manager as appropriate

Program Logistics & Development

- Guarantee service coverage by coordinating volunteer scheduling and finding substitute shift coverage
- Assist in conducting caller satisfaction surveys and occasional call monitoring for quality assurance
- Maintain confidentiality of all consumer and volunteer information and ensure procedures are followed
- Ensure all publicized program information is accurate, up-to-date, and regularly reviewed
- Participate in program planning meetings to identify needs and make recommendations for solutions
- Contribute to the development and maintenance of the Warm Line's referral and resource database
- Support Program Manager in making revisions to program manuals, training curricula, and other materials

Events, Outreach & Recruitment

- Help plan and staff community outreach events, funding campaigns, and other special projects
- Participate in conducting volunteer interviews and give feedback on candidates
- Create written content about the Warm Line for the MHASF website, blogs, program flyers, and reports
- Deliver community presentations about Warm Line services and volunteer opportunities
- Support retention by planning volunteer appreciation events, social events, and other inclusion opportunities

The Coordinator will also support broader MHASF initiatives and be responsible for other duties as assigned.

REQUIRED QUALIFICATIONS:

- Minimum 1 year experience as a peer counselor/specialist or similar, in a paid or volunteer position
- Minimum 2 years' experience providing supervision and/or training of staff, interns, or volunteers
- Ability to respond effectively to conflicts and strong emotions—crisis or call center background a plus
- Experience maintaining confidentiality of sensitive information; understanding of confidentiality practices
- Familiarity with the mental health recovery movement, peer support model, and local resources
- Proficiency in Microsoft Office Suite, use of a multiline phone system, and basic IT troubleshooting
- High level of organization and time management, with ability to focus and prioritize in stressful situations
- Strong verbal and written communication skills, including ability to write effective instruction documents
- Highly collaborative work style and ability to work effectively with a team to identify and accomplish goals
- Ability to problem-solve with minimal guidance and to exercise independent judgment under stress
- Willingness to learn from others, take feedback, and make adjustments to communication and behavior
- Experience taking initiative to self-educate about unfamiliar subjects or concepts
- Affirmative and accepting approach toward people whose needs and experiences differ from your own
- Commitment to upholding the mission and values of MHASF

TO APPLY

Applications must include both 1) an up-to-date **résumé**, and 2) a **cover letter** describing your interest in the position.

Choose one of the following options to submit your application materials:

1. Email (preferred):

careers@mentalhealthsf.org – Include your full name and the name of the position in the subject line

2. Fax:

(415) 421-2928 – Include "ATTN: Human Resources – Warm Line Coordinator" on your cover sheet

If you believe you may need a disability accommodation to participate in this application and/or interview process, please contact us at careers@mentalhealthsf.org or call (415) 421-2926 x337.

Applications that are missing a cover letter or résumé cannot be considered. Application review and interviews will be conducted on a rolling basis until the position is filled. Other than accommodation requests, no phone calls about this position, please.