### POSITION TITLE:
Information Referral (I&R) Coordinator

### JOB STATUS
Salary; Exempt Full-time (40 hours); Permanent

### PAY RANGE:
$55,000 a year annually (firm)

### BENEFITS:
- Full Benefits Package (includes medical, dental vision, EAP, paid time off and other fringe benefits).
- Kaiser HMO or Blue Shield PPO medical; Principal dental, vision, life & long-term disability insurance; plus an Employee Assistance Program
- Vacation, sick, and personal time accruals, and 11+ paid holidays annually
- FSA, Commuter Check, and 403(b) options available

### HOURS:
Hours: Mostly 9am – 5pm, with some evenings and weekends required.
Flexibility Required.

Days: Monday to Friday, some weekends required

### REPORTS TO:
Program Manager: Peer Support Services

### POSITION START:
As soon as possible or until filled

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**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 is 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; post-hospitalization peer support; mental health and nutrition; peer mental health workforce development, and much more.

**OVERVIEW OF POSITION:**

The Peer Information Referral (I&R) Coordinator will serve as the Mental Health Association of San Francisco’s first point of contact through phone presence, e-mail, and as a community liaison. This position will be responsible managing the day to day operations of MHASF’s Information and Referral Services by: responding to live calls and voicemails on the main phone line, provide caller assessment, addressing caller needs, and/or triage to appropriate programs for additional support, and documenting and entering all referral calls into a tracking system. The Peer Information and Referral Coordinator will conduct daily resource maintenance to ensure that resources provided are current and reputable by conducting research, etc. Additionally, the I&R Coordinator will provide community engagement and outreach activities on behalf of individual programs and projects as well as in promotion of agency-wide initiatives.

**RESPONSIBILITIES:**

**Top 3 Responsibilities**

- Maintain MHASF Resource Database and SF Resource Connect: call agencies to ensure information is updated, and to learn more about different services in the SF Community
- Promote and recruit participants for MHASF programs, services, and initiatives at meetings, events, conferences, community presentations, etc., as needed.
- Provide quality behavioral holistic health and human services information to individuals with the intent to link those persons to appropriate resources for assistance.

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*The mission of MHASF is to cultivate peer leadership, build community, and advance social justice in mental health.*

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Information & Referral
- Through telephone, e-mail, and walk-in, assessing individual needs, identify appropriate resources, provide all necessary information to the participant, identify alternatives when no resources are available, and make contacts with other agencies on behalf of the participant when necessary
- Follow-up with calls to determine whether needs were met, when appropriate
- Maintain accurate program participant data records by collecting all demographics
- Maintain accurate I&R data and records for QA/QI tracking and reporting
- Ensure up-to-date agency and program marketing and promotional collateral is distributed appropriately during outreach activities
- Provide agency-wide knowledge regarding programs and services

Outreach
- Facilitate or co-facilitate informational presentations and educational trainings for community organizations, businesses, government, and other audiences
- Attend and occasionally lead resource-sharing meetings, health fairs, and other community outreach efforts to spread information on the available services offered
- Organize and track data related to community advocacy, outreach, and presentations
- Maintain an accessible log of outreach activities conducted and contacts made

Record-Keeping, Training, & Participation
- Attend supervision, staff meetings, and trainings
- Maintain detailed records of services provided and ensure participant record confidentiality
- Ensure records contain all data necessary in reporting to the State Department of Mental Health
- Ensure records conform to Medi-Cal requirements and standards
- Participate in delivering community presentations about MHASF
- Help in staffing community outreach events, funding campaigns, and other special projects

As job descriptions cannot be exhaustive, the above list of responsibilities is intended to provide a general overview of duties to be assigned and in no way is a comprehensive list of position duties and responsibilities.

REQUIRED QUALIFICATIONS:
- BA/BS degree, preferably in the social sciences, public health, social welfare, epistemology or four or more years of professional experience that corresponds with the responsibilities for this position as noted above
- Flexibility in work schedule as it may be altered due to community events, disaster response or special projects, including evenings and weekends
- Experience with community engagement strategies, health disparities, cultural and linguistic competency, and culturally responsive research and dissemination strategies
- Excellent written and oral communication skills; ability to organize and present complex information in a clear, accurate, and concise manner
- Highly organized and resourceful, attention to detail, ability to multi-task, and manage time well to accomplish all key tasks and deadlines
- Professional computer skills including Microsoft Word, Excel, PowerPoint, and web-based collaboration/communication tools
- Ability to move projects forward, organize information, and support the coordination of multiple tasks and projects for successful and timely completion.

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