

Now hiring: PART-TIME Consumer Support Telephone Operator

Position: WarmLine Telephone Support Specialist

Education/ Experience:

- High School diploma or GED required
- Current or former mental health consumer
- Excellent listening skills
- Two years paid or volunteer experience in human services field
- Basic computer skills helpful

Job Duties: PSAN is seeking a part-time WarmLine phone responder. The WarmLine is a peer-operated and directed consumer support service. Candidates must have personal experience with a mental illness and as a consumer of mental health services. Candidates must also demonstrate strong recovery skills and practices. Telephone training and instruction in data entry will be given prior to assisting callers. Primary duties include answering calls from individuals with mental illness to assist in providing friendly, non-judgmental support, encouraging recovery-based activities, and directing callers to other resources, as necessary. Each call is entered into a data base once the call is completed. This is a flexible, part-time position, approximately 15-20 hours per week or less, including evening and weekend shifts. Rate of pay is \$11/hour.

Work Schedule: Part-time, requires flexibility

Submit cover letter and resume to: melizabeth@peer-support.org