



TRANSITIONS MENTAL HEALTH ASSOCIATION

784 High Street, San Luis Obispo, CA 93401

Phone (805) 540-6500 FAX (805) 540-6501

VOLUNTEER JOB DESCRIPTION

Position Title: Central Coast Hotline Crisis Line Specialist

Program: Central Coast Hotline

Supervisor: Roberto Cueva, Program Manager

Revision Date: December 2024

Mission Statement:

Transitions Mental Health Association (TMHA) is a nonprofit organization dedicated to eliminating stigma and promoting recovery and wellness for people with mental illness through work, housing, community and family support services.

Volunteer Position Summary:

Crisis Line Specialists are trained to staff the County's only 24/7 mental health support, information, crisis and suicide prevention line. The 60+ hour training involves professional development unmatched by traditional volunteer programs. Participants learn communication skills, gain knowledge of mental health topics, and receive training to be a resource specialist.

Crisis Line Specialists make a difference in the lives of our community including youth, seniors, and families by helping them locate resources and support services. Volunteers learn the skills required to appropriately assist and refer callers to community agencies and aid in defusing crises.

Responsibilities and Duties: Upon completion of 60+ hours of training, which includes classes and shadowing plus additional mentoring, Crisis Line Specialists are expected to make a minimum commitment of 4 hours per week for 1 year. Crisis Line Specialists are also expected to complete after-hours shift as needed. Volunteers answer calls and texts on scheduled shifts. They commit to attending continuing education and skills training, once per quarter, at in-service meetings.

Job Environment: Volunteer time will be spent in an office setting utilizing a computer to answer calls and texts and entering those calls in a database. Staff supervision and support provided.

Minimum Requirements:

- Must be at least 18 years of age.
- Strong interpersonal skills and oral/written communication skills; computer skills; collaborative work style; able to effectively assist a variety of people and personality types regardless of ethnic, racial or religious background or socio-economic level.
- Must be reliable and have the ability to work independently. Must have intermediate computer literacy and be comfortable working with an online database.
- Must provide valid ID, have fingerprints live-scanned, and receive a criminal record clearance satisfactory to TMHA's insurance carrier as a condition of volunteer employment.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices while acting in such a manner as to assure at all times, maximum safety to one's self, fellow volunteers/employees, clients, and other persons contacted through TMHA business.

I understand the duties and commitment of the volunteer call handler position as outlined above.

Volunteer Signature

Date