



**Transitions – Mental Health Association**  
784 High Street, San Luis Obispo, CA 93401  
www.T-MHA.org (805) 540-1926

## Volunteer Job Description

Position Title: **CENTRAL COAST HOTLINE CALL HANDLER**

Supervisor: Hotline Program Manager

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**About Transitions-Mental Health Association** 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** Call Handlers are trained to staff the County's only 24-hour mental health support, information, crisis and suicide prevention line. The 32-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.

Central Coast Hotline Call Handlers make a difference in the lives of 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 crisis situations.

**Responsibilities and Duties** Upon completion of 32 hours of training classes and additional mentoring, Call Handlers are expected to make a minimum commitment of 4 hours per week for 1 year (or 8 hours per week for 6 months). Call Handlers are also expected to complete one after-hours shift per month. Volunteers answer phone calls 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 phone, computer, and office skills. Staff supervision is provided during the first three months of service.

### Minimum Requirements

- Must be at least 18 years of age.
- Strong interpersonal skills and oral/written communication 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 provide valid ID, have finger prints 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.

**To Apply** Please apply at [www.t-mha.org/volunteer.php](http://www.t-mha.org/volunteer.php) or contact our Community Engagement Team with questions regarding this volunteer position at 805-540-6564 or [mbalmana@t-mha.org](mailto:mbalmana@t-mha.org)

*Thank you for supporting TMHA! We appreciate the many contributions of our community.*