

Job Description

Warm-line Coordinator

Job Profile

The Warm-line Coordinator oversees the coordination and administration of all aspects of the Warm-line desks and warm-line volunteers including planning, organizing, warm-line staffing, training, leading, and controlling the Warm-line activities.

Primary Duties and Responsibilities

The Warm-line Services Coordinator forms a wide range of duties including but not limited to:

Execute the warm-line services

- Ensure the delivery of the overall warm-line services and its activities in accordance with the mission and the goals of the organization
- Develop an warm-line services evaluation framework to assess the strengths of the warm-line services and to identify areas for improvement

Organize the warm-line services

- Ensure that warm-line services activities operate within the policies and procedures of the organization
- Schedule volunteers to provide warm-line services and provide replacements when necessary
- Update, maintain and improve warm-line volunteer handbook which documents procedures
- Oversee the collection and maintenance of records on the callers for statistical purposes according to the confidentiality/privacy policy of the organization

Staffing Volunteers for the warm-line services

- Recruit, interview and select well-qualified warm-line volunteers
- Ensure all volunteers sign the appropriate volunteer documentation prior to volunteering
- Train warm-line volunteers on the policies, procedures and practices of the warm-line services using the L.E.A.P.™ process
- Ensure that all warm-line volunteers receive an appropriate orientation to the organization and the warm-line services

Lead the warm-line services

- Ensure all warm-line volunteers members receive orientation and appropriate training in accordance with organizational standards
- Supervise warm-line volunteers by providing direction, input and feedback

- Liaison with other managers/coordinators to ensure the effective and efficient warm-line services delivery

Control the warm-line services

- Conduct monthly in-service meetings with warm-line volunteers
- Engage representatives from other organizations to present the organization's warm-line services/activities
- Review the call log weekly to ensure quality response to all callers
- Train warm-line volunteers on use of the new ACCESS call log
- Develop a quality review process on all aspects of the warm-line services provided

Qualifications

Education

A.A. degree or equivalent experience & graduation from a NAMI education program

Knowledge, skills and abilities

- Knowledge of warm-line services management
- Knowledge of family and consumer issues relating to mental illnesses
- Excel at researching resources using the internet

Proficiency in the use of computers for:

- Microsoft Office 2010
- Simple Accounting
- E-mail
- Internet

Personal characteristics

The Warm-line services Manager should demonstrate competence in some or all of the following:

- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.

- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

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