



Mental Health Association

A Peer Run Organization

LEAD CALL SPECIALIST Part-Time Position

Hours: Part-time up to 20 hours per week. The Lead Call Specialist is the back-up call specialist of last resort. This means that when there is no call specialist to staff a shift the Lead Call Specialist automatically fills in.

Rate of Pay: \$13 per hour

Description: The Lead Call Specialist helps facilitate Senior Reach and HelpLine call center services providing reassurance calls to home bound adults and warm line availability to the public. The call center operates 7 nights per week from 5– 10 PM.

Duties: The Lead Call specialist assists in training and monitoring call specialists activities. They may analyze usage data and contribute to program reports; maintain work schedules; answer information or referral calls; or provide appropriate intervention to those in crisis, having been victimized or at risk of suicide; and routine call– line services.

Skills: Demonstrated sensitivity and empathy regarding human service issues. Ability to project a non-judgmental attitude towards those requiring assistance. Good analysis skills needed. Personal or close family experience with the behavioral healthcare system is preferred. Excellent writing skills are necessary. Understanding of the recovery based philosophy expected.

HOW DO I FIND OUT MORE INFORMATION?

Call Victoria Craig at MHA at (717) 264-4301 or email vcraig@mhaff.org for more information
