



Company: Mental Health America of Wisconsin

Position: Part time phone operator for a Statewide Peer Run Warmline

FLSA status: Non-Exempt

Revised: March 2023

To successfully perform this job, the individual must be able to perform each essential job responsibility satisfactorily. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential job responsibilities.

General Description: The primary responsibility of this position is to provide support to callers of a statewide non-crisis warmline (SPRW) by applying experience as a peer in recovery. Operators will work remotely and the warmline will be staffed 12 hours per day, 7 days per week.

This is a remote, part-time position up to 20 hours a week for \$20/hour. Operators will report for shifts that are 5 hours maximum. Shifts are available on the weekdays and weekends. Some evening and weekend shifts required.

To apply, please email resume and cover letter with **subject line "SPRW Operator"** to Erica Steib at erica@mhawisconsin.org.

Essential Job Responsibilities:

Provide peer support to callers:

- Provide person-centered peer support services to callers accessing the SPRW.
- Reflect and support peers who access the warmline by exploring unique and shared experiences utilizing peer support values, embracing multiple pathways to recovery, and demonstrating curiosity regarding worldviews.
- Consistently apply Warmline policies and practices which prioritize caller autonomy and informed consent.
- Respond intentionally to caller and community member feedback related to experiences with the Warmline with compassion, equity, respect, and transparency.
- Enter warmline call data in an accurate, timely manner.
- Communicate and engage in co-reflection with other peer supporters.
- Recognize and respect the lived experience of all callers.
- Represent the SPRW and Mental Health America of Wisconsin at community events as appropriate.
- Attend and actively participate in the scheduled SPRW and MHA team meetings.



Required Skills and Competencies:

- High School Diploma or GED is required.
- The candidate must be able to become qualified as a Certified Peer Specialist within 6 months of hire.
- Lived experience of recovery from mental health and/or substance use challenges that allows the candidate to successfully relate to SPRW callers.
- Demonstrated ability to provide best practice peer support is required.
- Demonstrated a commitment to centering the peer support relationship to caller experiences.
- Excellent verbal and written communication abilities.
- Navigate boundaries, limits and challenges with peers and callers accessing the line.
- Must be able to successfully pass a caregiver background check at hire and annually thereafter in accordance with the state and local DHS requirements.

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Physical Demands and Work Environment:

Physical:

<input checked="" type="checkbox"/> Balancing	<input type="checkbox"/> Feeling	<input type="checkbox"/> Lifting: 25 #s	<input type="checkbox"/> Smelling	Seeing:
<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Typing	<input type="checkbox"/> Pulling	<input type="checkbox"/> Tasting	<input checked="" type="checkbox"/> Close
<input type="checkbox"/> Climbing	<input checked="" type="checkbox"/> Grasping	<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Talking	<input checked="" type="checkbox"/> Far
<input type="checkbox"/> Crawling	<input checked="" type="checkbox"/> Hearing	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking	<input checked="" type="checkbox"/> Color
<input type="checkbox"/> Crouching	<input type="checkbox"/> Kneeling	<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Other: Bending, Reaching	<input type="checkbox"/> Depth

Environmental:

<input type="checkbox"/> Airborne Particles	<input type="checkbox"/> Fumes	<input type="checkbox"/> Odors	<input type="checkbox"/> Weather
<input type="checkbox"/> Caustics	<input type="checkbox"/> High Places	<input type="checkbox"/> Temperature	<input type="checkbox"/> Other:
<input type="checkbox"/> Chemicals	<input type="checkbox"/> Moving Parts	<input type="checkbox"/> Toxicants	<input type="checkbox"/>
<input type="checkbox"/> Electrical Current	<input type="checkbox"/> Muscular Strain	<input type="checkbox"/> Vibration	<input type="checkbox"/>
<input type="checkbox"/> Explosives	<input checked="" type="checkbox"/> Noise	<input checked="" type="checkbox"/> Vision Strain	<input type="checkbox"/>

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.