Kern County Mental Health Hotline Volunteers

An adult, under supervision, assists with the performance of crisis intervention through the Kern County Mental Health Hotline program. The volunteer will assist in the provision of individual and family support to consumers and potential consumers of mental health services. The program provides crisis counseling, suicide intervention, and referrals for immediate crisis services. The program also provides information about community-based resources and assists individuals in making contact with those resources whenever possible, including other identified human-service needs. Appointments to this position do not acquire permanent Civil Service status.

Distinguishing Characteristics
This series is distinguished from other volunteer classes by the mandatory training that includes but is not limited to the following: Applied Suicide Intervention Skills Training (ASIST), Electronic Records Training (Anasazi/Cerner), and KCMHH “Boot Camp.” In addition, there is a one-year commitment of 8 hours a week for each volunteer. 30 hours of observation and staff review.

Essential Functions
- Receive telephone calls from Kern County residents who may be consumers or potential consumers of mental health services.
- Gathers, records patient data into electronic medical record system.
- Learns crisis management skills and implements training to assist callers through difficult situations.
- Refers callers to services and resources.
- Other duties as assigned.

Employment Standards
Be 18 or older.

May not be an active client receiving services through Kern County Mental Health or a Kern County Mental Health Contract Provider due to conflict of interests and confidentiality concerns.

Be a U.S. citizen, lawful permanent resident alien, or a non-citizen with proof of eligibility to work in the United States.

Ability to
Interact with other people in moments of crisis with reliable instincts and positive, compassionate attitudes.

Supplemental
A background check may be conducted for this classification.

For More Information:
Kern County Mental Health Hotline
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