



**Position Announcement: Warm Line Specialist
supporting Black/ African American Families, Part-time**

About the Organization

[Perinatal Support Washington](#) (PS-WA) supports the emotional wellbeing of people preconception through postpartum (up to 2 years) who are at risk or currently experiencing mental health needs. As a statewide nonprofit dedicated to perinatal mental health, we believe all parents should receive appropriate, timely, and culturally relevant care.

Our direct service programs are designed to provide specialized perinatal mental health services so that no parent goes without the mental health support they deserve. We offer short term and long term peer support, clinical therapy, support groups, and more. PS-WA is committed to making our care system stronger; we have a robust training and consultation program for professionals to fill the gaps in care for parents and help re-envision what the perinatal mental health field could be. (Learn more about our organizational priorities by viewing our [2025 Strategic Plan](#) and [Theory of Change](#).)

Perinatal Support Washington is a parent-friendly, mental health friendly workplace.

About the Position

The [Parent Support Warm Line](#) is hiring a part-time Specialist to support Washington State families including Black/African American parents who reach out for support. This is an exciting and unique position for an individual who is passionate about peer support and breaking the stigma and barriers parents face in the perinatal period. Join PS-WA and help increase access to care and emotional wellbeing for parents in the perinatal period.

We are looking to add someone to the team who is excited to be a part of our mission and growth! We value lived and learned experience as much as formal training and education. If you see yourself in this role, we strongly encourage you to apply. If you do not have the preferred experience or skills, please don't be discouraged from applying. We offer professional development and on the job learning and support.

This is a part-time position, 20 hours a week, with occasional evening and weekend work required with advance notice. Work is done remotely and the schedule is typically within the 9-5pm working day. Primary responsibilities will be to answer Warm Line inquiries that come in during your weekly shift or when a parent requests a cultural match. This position will also assist with program support such as administrative tasks.

Warm Line Specialists work with pregnant and parenting families who are struggling, at-risk for, or are experiencing mental health challenges related to childbearing. Some examples could include anxiety, sadness, or grief around unexpected parenting/birth outcomes, depression, sleeplessness, scary or intrusive thoughts. Specialists are not mental health providers but are providing peer services.

While working with a parent, the Warm Line Specialist will be providing emotional support and wellness planning, researching referrals, reaching out to providers, and addressing resource navigation to address barriers and navigate formal mental health care or other services as needed. The Warm Line provides support beyond the initial call. You could assist a parent for 1 week or up to about 3 months at a time.

Core Functions

Direct Service, Resource & Referrals (60%)

- Provide timely, appropriate, and culturally relevant support to individuals who contact the Warm Line, including providing perinatal mental health support, psychoeducation, wellness planning, addressing barriers, resources, referrals, and more
- 8-12 hours/week of live answering the general Warm Line
- Respond to requests for cultural matches in a timely manner
- Manage support and referrals for the Warm Line, including phone, email, and text support
- Provide parents with information about perinatal mental health and the full range of treatment options including formal and informal mental health supports
- Support parents in navigating the formal mental health system by providing information and support about how to access care, what to expect, and supporting parents as they engage with treatment providers
- Manage caseload of callers receiving extended peer support through the Warm Line

- Complete call reports and notes in client database in a timely manner
- Maintain administrative tasks associated with supporting parents including locating and making appropriate referrals

Program Administration (40%)

- Update and manage resources and referral sources
- Work closely with Warm Line Program Manager to monitor, develop and improve services
- Assist volunteers with resource and referral gathering for Warm Line Inquiries.
- Help expand our Provider Directory and Resource Guide for Black/African American families across the state
- Assist with posts and ads on PS-WA social media pages and other desired platforms (ex. Google Ads)
- Support grant-related activities, including data collection and impact tracking
- Assist Warm Line Program Manager with other administrative tasks as needed

Ideal Candidates

This is a unique opportunity to join a team providing services as peers. As such, ideal candidates will be a parent who has personal experience with perinatal mental health concerns such as depression, anxiety, birth trauma, perinatal loss, etc. Additionally, they are a warm, enthusiastic, collaborative individual who enjoys supporting parents, with a strong orientation to detail and ability to work independently with direction, while also having a strong ability and desire to work as part of a team.

Minimum Requirements

- Lived experienced and recovery from a perinatal mental health challenge with at least one year in recovery
- Authentic experience and ability to provide culturally-matched care within the Black/African American community
- Use of a personal phone (with phone.com app provided)
- Ability to telecommute (laptop and hotspot provided)
- Attend PS-WA trainings on perinatal mental health

Desired Requirements

- One year or more of experience in a peer mentorship, volunteer, or similar capacity, ideally with families\
- Experience working with people during the reproductive/perinatal period
- Passion for and commitment to the mission of Perinatal Support Washington and supporting parents
- Comfortable with discussing mental health and knowledgeable about the

perinatal period

- Ability to work independently with little supervision
- Experience using databases to input information
- Strong communication, writing skills, and strong attention to detail
- Aptitude for solving problems with creativity and resourcefulness
- Proficiency with Microsoft Office, Google Apps, phone and text messaging

Compensation and Benefits

Perinatal Support Washington provides ample opportunity for professional growth and training in perinatal mental health. Starting salary for this part-time (20 hours a week) position is \$27.26 per hour (the full-time equivalent is \$56,700 a year). PTO is prorated based on the hours part-time employees are regularly scheduled to work; a 40-hour per week employee receives 160 hours or 20 days. PS-WA observes 15 holidays, including 2 floating; part-time employees receive holiday pay for hours equal to their scheduled work hours for the day of the week on which a paid holiday falls.

Work Location

PS-WA does not currently have an administrative office. Work is done remotely. This position is open to candidates located in Washington state.

Application Process & Instructions

To apply please send your resume and answers to the questions below to victoria.cherniak@perinatalsupport.org with "Warm Line Specialist" in the subject line.

Applications received before May 14th will be prioritized, applications will be accepted until the position is filled. Interviews will begin mid May.

Our hiring process includes the following steps:

- A phone screening with the Program Manager
- A panel interview with Warm Line staff
- Reference checks on desired applicants
- Notice to chosen applicants and offering position
- Notice to all other applicants

We provide interview questions in advance for your preparation

Position start date: June

Please share your thoughts on the following questions in your application:

- Tell us why you want to work at Perinatal Support Washington. What is it about our mission that speaks to you?
- Tell us how you are a good fit for this position and how your experience would allow you to provide support to parents reaching out to the Warm Line.
- Tell us how your authentic experience would allow you to provide culturally-matched care to Black/African American communities.

*Perinatal Support Washington is an Equal Opportunity Employer. People of color, of any sexual orientation or gender identity, from under-represented communities, and people with diverse life experiences are **encouraged** to apply.*