Support Line Operations Manager

This is an exciting opportunity to join a dynamic startup and help lead us into our next phase of growth as we work towards the creation of a safer, more equitable psychedelic field!

About the Position
The Support Line Operations Manager ("Operations Manager") is a full-time position that plays a critical role in ensuring the efficient and effective operation of the Psychedelic Peer Support Line. The Operations Manager’s primary function will be to handle all scheduling needs for the Psychedelic Peer Support Line. The Operations Manager will report to the Lead Supervisor.

The Operations Manager’s support-line duties fall into these categories:

- **Support Line Volunteer and Supervisor Hiring Process**
  - Set up and confirm interviews with potential candidates
  - Serve as primary point of contact for potential candidates

- **Support Line Volunteer Onboarding Process**
  - Schedule training
  - Assign volunteers to shifts based on their schedules and shift availability
  - Make sure volunteers receive and have signed onboarding documents

- **Ongoing**
  - Handle all scheduling, serving as the primary point of contact for volunteers and supervisors
  - Think ahead, anticipate scheduling needs, then plan accordingly
  - Organize weekly community circles
  - Make recommendations to Lead Supervisor about when additional volunteer hiring and training needs to occur, with a specific eye towards ensuring that the support line always has sufficient coverage
  - Monitor info@firesideproject.org once per day, forwarding emails as needed
  - Advise with development of support line training, policies, and procedures
The Operations Manager will also:

- **Develop systems for the efficient operation and scalability of the support line.** This includes speaking at least once per month with people in similar roles at other support lines and making specific recommendations about systems that they use that could be helpful to Fireside Project.

- **Handle special projects on an as-needed basis.** These may include assisting with the transition to Fireside Project becoming a 501(c)(3) organization, and other projects that may arise from time to time.

**Candidate Qualifications and Experience**

The ideal candidate will possess the following qualifications and experience:

- Bachelor’s degree or equivalent
- At least three years of scheduling experience on support lines, in mental health care systems, crisis services, or similar organizations

**Candidate Skills**

The ideal candidate will possess the following skills:

- Exceptional attention to detail
- Ability to identify need for then develop and implement new organizational systems and processes
- Ability to work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- Ability to work with virtual cross-functional teams
- Ability to multitask and manage multiple projects at once
- Exceptional time management
- Self-driven and excels at working independently
- Excellent written, verbal and interpersonal communication skills that engage people with various learning styles, backgrounds, and life experiences
- Ability to independently analyze problems and use judgment to create solutions

**Commitment to Safety, Equity & Liberation**

The ideal candidate must:

- Hold a commitment to co-create a diverse and safe community and actively participate in Culture of Belonging professional development sessions regarding the dynamics of privilege, power, and oppression and the impact these have in the workplace and beyond.
- Demonstrate a level of understanding of and appreciation for the guiding principles of Fireside Project, and must integrate and embody these values in their work, communication, collaboration styles, and other general workplace behaviors.

**Physical working conditions**

- Frequent reading of materials
- Frequent exchanges verbally and in writing
• Frequent screen time
• Rarely lifting up to 50 lbs while setting up at events (support will be provided if this condition is outside of your safety and comfort needs)

**Travel/Tech**
• Reliable internet/phone/personal laptop/access to a printer
• Expectation of periodic travel throughout the year
• Remote work day

**Compensation**
• $40-$50k per year, depending on experience

**Benefits**
• Health/Dental/Vision insurance
• PTO
• Holidays

**Location**
• Virtual, with quarterly in-person meetings on the West Coast of the United States
• The candidate must be able to work from 9:00 a.m. to 5:00 p.m. PT
• A candidate living in Pacific Time or Mountain Time strongly preferred
• We will only consider candidates living in the United States

**Timing**
• This job posting will remain open until the position is filled. You are strongly encouraged to apply as soon as possible.

**About Fireside Project**
Fireside Project is a nonprofit that operates the first national Psychedelic Peer Support Line. We provide free, confidential support by phone, text message, and mobile app to people during and after their psychedelic experiences. Since our launch on April 14, 2021, we’ve had over 3,000 conversations, and we now offer service 12 hours per day, 7 days per week from 3pm to 3am PT.

The support line is a vital risk-reduction tool that arrived at a time when more and more states and cities are decriminalizing psychedelics and more people than ever before are trying them. This is all happening in the midst of a mental health crisis exacerbated by the Covid pandemic. Though psychedelics have radical healing potential, they can also carry risks, especially if people do not have proper support during and after their experiences. Fireside Project has begun to fill this critical unmet need.

Part of our core mission is to create an equitable psychedelic space where all identities are represented and welcomed. To help make that happen, we’re launching our Equity Initiative in 2022, which will empower our callers with the choice to speak to a volunteer sharing their
identity. To start, we’ll train an Affinity Cohort of 40 volunteers who are BIPOC, Transgender, and/or military veterans. Those volunteers will be on-call on the support line to speak with callers with those identities who are seeking to process past psychedelic experiences. Once those volunteers complete a year of service, we’ll help those who wish to pursue further studies in the field of psychedelics through our Equity Fund and through universities and training programs lowering or eliminating tuition.

*Fireside Project is rooted in the practices of belonging, equity, and justice. We seek to honor, equip, and inspire a diverse community of volunteers and staff. With care & recognition we encourage applicants from groups that have been systematically excluded from the psychedelic movement to apply. We make hiring decisions without regard to gender, race, color, religion, sex, sexual orientation, national origin, age, veteran status, disability, or any other protected class.*