

NYC Well Seeking Experienced Volunteers

About Vibrant Emotional Health: Formerly the Mental Health Association of New York City (MHA-NYC), Vibrant Emotional Health's groundbreaking solutions have delivered high quality services and support, when, where and how people need it for over 50 years. Through our state-of-the-art technology-enabled services, community wellness programs, and advocacy and education work, we are building a society in which emotional wellness can be a reality for everyone.

NYC Well employs call center industry best practices and cutting-edge technology to ensure that all New York City residents can access the right behavioral health services and supports at the right time, through phone, text and internet-based communication. These services are available 24 hours a day, 7 days a week, and 365 days a year (24/7/365). In light of increase volume during the COVID-19 pandemic, NYC Well is seeking volunteers who can work remotely to assist in meeting this demand.

Tech savvy individuals who can work independently, who have experience in fast-paced environments and crisis intervention are well suited to the work. Access to a laptop running Windows 10 / macOS 10.15 with password protected high speed internet, and a confidential space is required.

Volunteers will receive training on telehealth practices prior to engaging with individuals via phone, text or web chat who are reaching out for support. The needs of these individuals will be varied and as a result so will the length of each interaction. Shifts range between 4 and 8 hours in duration and are available 24/7. We ask a minimum commitment of 16 hours per month.

To volunteer your skills and experience to assist in these unprecedented times, please complete the [Volunteer Application form](#).