

Mulatto Support Line Handler (Paid in Lumera Coin)

Department: Lumeran Support Services Division
Status: Remote / Part-Time / Contractual

Role Overview

The **Mulatto Support Line Handler** serves as the first point of human contact for mixed Black-White individuals seeking empathy, clarity, and support through the **Mulatto Support Line** — a division of **Lumera's Ministry of Health and Wellbeing**.

Handlers provide **non-clinical emotional support**, identity guidance, and cultural solidarity for callers navigating the unique psychological and social dynamics of mixed heritage.

This role anchors Lumera's vision of a society where no mixed person feels unheard, unseen, or undefined.

Key Responsibilities

- Answer hotline calls, text messages, or web chat requests with compassion and confidentiality.
 - Listen attentively and guide callers through identity or emotional challenges using approved Lumera dialogue frameworks.
 - De-escalate tense or emotional conversations with patience and grounding techniques.
 - Record anonymized summaries of interactions for data tracking and service improvement.
 - Uphold Lumera's ethical code of conduct, safeguarding principles, and privacy standards.
 - Participate in mandatory support handler training and weekly supervision sessions.
 - Contribute feedback to improve scripts, training materials, and volunteer procedures.
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Qualifications & Traits

- Strong empathy, emotional intelligence, and cultural sensitivity.
 - Excellent listening and communication skills.
 - Fluent in English (multilingual ability preferred: Spanish, Portuguese, or French).
 - Mixed-race background (Black-White) preferred, or demonstrable cultural understanding.
 - Calm, patient, and capable of maintaining professionalism during distressing calls.
 - Comfortable using online tools (Discord, Twilio, Airtable, or CRM dashboards).
 - Commitment to Lumera’s philosophy of mutual aid, social harmony, and racial unity.
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Training Requirements

All handlers complete the **Lumera Support Certification (LSC)** before activation:

1. Understanding Mixed Identity and Intersectionality
2. Empathetic Listening and De-escalation
3. Ethics, Confidentiality, and Data Safety
4. Managing Emotional Fatigue & Self-Care
5. Hotline Operations and Digital Tools

Duration: 8–10 hours (remote learning module).

Compensation (in Lumera Coin - LBC)

The Mulatto Support Line operates as a **socially-backed institution** within Lumera’s internal economy. Compensation is issued in **Lumera Coin (LBC)**, redeemable for goods, housing credits, or future exchange conversion under Lumera’s central system.

Tier	Role Level	Rate per Hour	Monthly Average (20h/week)
Tier I	Entry Handler (Trainee, Post-LSC)	12 LBC/hour	~960 LBC/month

Tier II	Certified Handler (1–6 months experience)	14 LBC/hour	~1,120 LBC/month
Tier III	Senior Handler / Supervisor	17–20 LBC/hour	~1,360–1,600 LBC/month

Contact the Lumera Governance Discord to further your interest in this role.