

Job Title	HelpLine Phone Counselor
Employer/ Agency	Mental Health & Mental Retardation Authority of Harris County (MHMRA)
Job Description	<p>The MHMRA HelpLine is the first contact and representation of MHMRA by phone to the public, consumers and providers. We answer all calls coming into MHMRA of Harris County's main phone numbers as well as 7 other Local Mental Health Authorities representing 39 Texas counties, 24 hours a day/365 days a year. We help direct calls relating to the administration of our services; provide information about our services; conduct crisis intervention, suicide assessments and intervention; provide community referrals when appropriate; and give telephone support to callers. Over 200 hours of intensive training is provided.</p> <p>All who have contact with the MHMRA HelpLine will experience an empathetic and nonjudgmental interaction with a HelpLine Counselor who is caring, skilled in crisis intervention and risk assessment, and is knowledgeable about mental health and intellectual disability resources which results in respect, empowerment, and options to move forward.</p>
Qualifications	<p>Per State requirements, all candidates MUST have a completed four year college degree in one of the following areas: psychology, social work, medicine, nursing, rehabilitation, counseling, sociology, human development, physician assistant, gerontology, educational psychology or special education. Bilingual Spanish candidates preferred.</p> <p>All work, including utilization of the phone is down via computer software. You must be comfortable navigating multiple software systems simultaneously. All calls are logged in an online software system so you must have good writing skills. All connection with clients is done over the phone so you must have excellent listening skills.</p>
Salary/Hours	All open positions include evening and weekends shifts. All HelpLine Staff work some holidays and potentially disaster related shifts outside their normal work schedules as needed. Start date is April 22. The training schedule is different than your regular schedule. From April 22 through approx.. May 29 hours will be daytime M – F. After that you will move in to your scheduled shifts.
Contact Person	Jennifer Battle, LMSW HelpLine Director
Telephone Number	713-970-8240 (Direct)
Application Method	If you meet the above requirements you may email a cover letter and resume to Jennifer.battle@mhmraharris.org

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.