HelpLine Counselor position at The Harris Center (formerly MHMRA of Harris County)

The Harris Center HelpLine is the first contact and representation of The Harris Center by phone and text to the public, consumers and providers. We answer all calls coming into The Harris Center'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 and texts 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.

Per State requirements, all candidates MUST have a 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. 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 October 21. The training schedule is different than your regular schedule. From October 21 through approx.. Nov 30th hours will be daytime M – F. After that you will move in to your scheduled shifts.

All work, including utilization of the phone is down via computer software. You must 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.

If you meet the above requirements you may email a cover letter and resume to Jennifer.battle@mhmraharris.org.