

Date Posted: 06/27/2011

**University of Houston
Graduate College of Social Work**

JOB OPPORTUNITY POSTING

Job Title: Helpline and Data Coordinator

Employer/Agency: Alzheimer's Association

Job Description: **Position Purpose:**
Provide professional information and referral services through the management of Helpline. Provide support for chapter program and services through program assistance and data management.

Essential Job Functions:

- Serve as the primary Helpline contact, evaluating and determining the appropriate information or referral that is needed by the caller.
- Provide daily review of Contact Center Reports, coordinating follow up as needed.
- Manage inventory and ordering process for literature for the Houston location.
- Maintain resources on chapter resource lists.
- Serve as the primary contact for Safe Return.
- Serve as the primary contact for Care for Elders 211 system.
- Track and report statistical data from the provision of services.
- Work with volunteers to help support the functions of Helpline and Safe Return.
- Manage the program database and quality assurance through data collection, entry, and reporting.
- Manage the chapter lending library system.

Qualifications:

Minimum Education Requirements:

- Bachelor's degree in social work, public health, or social services related field or equivalent work experience

Knowledge and Skills:

- Excellent oral and written communication skills.

- Spanish speaker preferred.
- Professional attitude and appearance.
- Computer proficiency in Microsoft Office and agency data collection systems.

Equipment Used:

- Personal computer
- Telephone
- Calculator
- Fax machine
- Copier
- Audiovisual Equipment

Physical and Mental Requirements:

- Good vision and hearing (corrected)
- Ability to type on a keyboard
- Ability to work under pressure
- Must be able to lift or move 25 pounds

Other:

- Must be able to work a flexible schedule
- Must have reliable transportation
- Must have valid Texas Driver's License

Salary/Hours: Salary DOE/Full-time

Employer/Agency: Alzheimer's Association
Houston & Southeast Texas Chapter

Address: 2242 W. Holcombe Blvd.
City, State, Zip: Houston, TX 77030

Contact Person: Michelle Sonnier
Contact Title: Family Services Manager

Phone: (713)314-1393
Fax: (713)314-1315
Email: Michelle.Sonnier@alz.org

Application Method: Apply via email at email address listed above.

Opening Date: Immediately

If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity. Thank you