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

JOB OPPORTUNITY POSTING

Job Title:	Manager – Information & Referral and Pro Bono Counseling Program
Employer/Agency:	Mental Health America of Greater Houston
Job Description:	<p>Provide management, supervision and oversight for and ensure quality of the Information & Referral and Pro Bono Counseling Programs. Recommend steps as needed to improve quality.</p> <ul style="list-style-type: none">• Recruitment, selection, training, supervision, retention, recognition, and dismissal of Information & Referral (I&R) and Pro Bono Counseling Program staff and volunteers.• Research and implement best practices for quality improvement.• Maintain full coverage of I&R line and Pro Bono sites through scheduling of staff and volunteers.• Ensure quality, consistency, and timeliness of I&R and Pro Bono intake and follow-ups.• Ensure integrity and timeliness of all data for I&R and Pro Bono, providing reports on a regular basis and as needed.• Manage and maintain the I&R/Pro Bono database of provider and client information.• Supervise the update and maintenance of all I&R resources, including informational literature.• Supervise the distribution of informational literature. Ensure inventory is kept up-to-date, organized, and well-stocked. Ensure accurate and timely tracking of literature distribution.• Conduct presentations and outreach with mental health professional organizations and mental health providers to recruit new Pro Bono providers.• Market the I&R and Pro Bono programs throughout the community to audiences including potential Pro Bono counseling sites, potential Pro Bono and I&R volunteers, potential Pro Bono

	<p>and I&R clients, and the general public.</p> <ul style="list-style-type: none"> • Maintain regular communication and strong working relationships with key partners, including agencies in The Guide (MHA’s listing of mental health resources), and with other help lines and crisis lines. • Coordinate the assignment of Pro Bono volunteers to sites and the match process for clients assigned to individual Pro Bono counselors. • Serve as liaison between MHA and host sites (service organizations, community centers, etc.) for Pro Bono services. • Design and implement evaluation tools for clients, providers, and host sites. • Coordinate and facilitate Pro Bono Workgroup meetings. Incorporate suggestions from the workgroup into practice. • Fill in as needed to take I&R calls and provide Pro Bono Counseling services to ensure consistency of service delivery. • Manage special projects, such as the behavioral health information and referral training project. • Report to and work with the Director of Education & Training on plans and progress towards objectives. • Perform other duties as assigned by the Director of Education & Training.
<p>Qualifications:</p>	<p>Bachelors degree, Masters preferred, preferably in a mental-health-related field such as social work, psychology, counseling, etc. Licensed mental health professional (LMSW, LCSW, LPC, LMFT, licensed psychologist, etc.) preferred.</p> <p>Bilingual (English/Spanish) oral and written communication a plus.</p> <p>Minimum 3 – 5 years experience; supervisory experience (minimum 1 – 3 years) preferred.</p> <p>Excellent oral and written communication and interpersonal skills.</p> <p>Excellent organizational skills.</p> <p>Excellent computer skills with knowledge of Microsoft applications and database usage.</p> <p>Knowledge of mental illness and screening procedures. Experience with information & referral preferred.</p> <p>Knowledge of the Houston area mental health and</p>

	social service sector with established contacts preferred. Proficiency with IRis and/or another I&R database preferred.
Salary/Hours:	DOE
Application Method:	Candidates should send a resume and cover letter to Alejandra Posada, M.Ed at aposada@mhahouston.org
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***