

Job Title	Hotline Manager
Employer/ Agency	The Bridge Over Troubled Waters, Inc.
Job Description	Hotline Manager manages the daily operations of the 24 hour hotline, provides crisis intervention and information and referral services through 24 hour hotline for survivors of domestic violence, sexual assault and the homeless.
Qualifications	<p>Associates degree; Bachelor's degree preferred. Associates in social science highly desired. One year experience providing direct care in social services or customer service environment. Bilingual Spanish highly desired. Must pass criminal history background check. Must provide and maintain current auto liability insurance and annually update Motor Vehicle Report. Must be able to lift/carry 40lbs.</p> <p>Minimum Knowledge/Skills/Abilities: Knowledge of domestic/sexual violence, homelessness and persons with special needs. Knowledge of community resources to assist survivors of domestic violence, sexual assault, homelessness and persons with special needs. Knowledge of crisis intervention techniques; strong interpersonal skills; ability to establish rapport with diverse populations. Demonstrated ability to assess and conduct crisis intervention with survivors of domestic/sexual violence and homelessness. Demonstrated ability to provide culturally competent services that respect, affirm and embrace all individuals. Demonstrated ability to prioritize administrative duties which include grant reporting and ability to meet deadlines in a timely manner with accuracy. Ability to work flexible schedule; primarily Monday through Friday from 10:00AM to 7:00PM with rotating Saturdays 1-2 times per month as required. Ability to effectively manage in high stress environment.</p>
Salary/Hours	DOE
City, State, Zip	Pasadena, TX
Contact Person	Thecia Jenkins
Email Address	tjenkins@tbotw.org <mailto:tjenkins@tbotw.org
Application Method	Email resume and cover letter
Opening Date	Immediately

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