

Date Posted: 03/21/12

**University of Houston
Graduate College of Social Work
JOB OPPORTUNITY POSTING**

Job Title: Clinical Team Lead Position

Employer/Agency: MHMRA of Harris County HelpLine

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 MHMR centers and the National Suicide Prevention LifeLine 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 160 hours of training provided in Customer Service, Crisis Intervention, Mental Health Issues, Intellectual and Development Disability Issues, Listening Skills, and Assessing for Risk of suicide and violence.

Job Description: Under the general direction of the HelpLine Assistant Director, the Clinical Team Leader provides supervision to approximately 30 HelpLine Phone Counselors for incoming and outgoing calls, as well as for online and text based clinical situations. The CTL must be able to manage staff effectively in a collaborative team environment. The successful candidate must be a licensed clinician in the State of Texas, LCSW, LPC, or LMFT and have experience leading a team. This position will require flexible working hours but the primary schedule is M – F 12p - 8p. It is expected that the CTL will make regular supervisory visits with weekend and overnight shifts. CTL will share rotating on-call responsibility with the rest of the HelpLine Management Team. The CTL will go through the standard HelpLine Training and is expected to assist the team answer calls as needed.

Salary/Hours: DOE

Employer/Agency: MHMRA of Harris County

Address: 7011 Southwest Freeway

City, State, Zip: Houston, TX 77074

Application Method: complete an application at www.mhmraharris.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!