

<b>Job Title</b>	Crisis Line Specialist – Bilingual
<b>Employer/ Agency</b>	CONTACT
<b>Job Description</b>	<p><b><u>Position Summary:</u></b> The Crisis Line Specialist - Bilingual is responsible for the overall delivery of crisis prevention and intervention through our telephone help lines with a specific focus on the Spanish-speaking population. This position responds to all calls in the crisis center, gives referrals where appropriate and conducts community outreach to fulfill the requirements of meeting the mission of the agency. The Crisis Line Specialist - Bilingual reports to the Crisis Line Program Director.</p> <p><b><u>Responsibilities:</u></b> Learn and appropriately apply the CONTACT model of crisis prevention and intervention. Respond to all callers in crisis and follow agency guidelines for facilitating all calls based on the model of crisis prevention and intervention. Document information accurately in call management system and provide referrals as appropriate. Adhere to specific agency policy on confidentiality and HIPAA. Participate in four (4) continuing education activities annually (relevant formats can include meetings, presentations, readings or classes). Participate and facilitate any training required. Other duties as assigned</p>
<b>Qualifications</b>	<p><b><u>Experience and Education Specifications:</u></b> Must be at least 18 years of age. A high school diploma or equivalent. Crisis Line Specialist - Bilingual must complete CONTACT's 42-Hour Crisis Intervention Training. <b>Required: This position requires fluency in Spanish and English that will be assessed in a written and spoken language test. Preferred: Experience in the mental health counseling, social work or psychology field. Preferred: Qualified Mental Health Professional (QMHP).</b> Working knowledge of mental health services coordination and management. The skill to present ideas, information, and viewpoints clearly, both verbally and in writing. Telephone and personal computer skills including word processing, spreadsheets, and other related software. Ability to use analysis, experience, and judgment to make effective decisions. In accordance with CONTACT team philosophy, demonstrated ability to carry out or assist in project completion in all departments as directed by the President.</p>
<b>Salary/Hours</b>	Hourly, Part-Time
<b>Employer/Agency</b>	CONTACT
<b>Address</b>	P.O. Box 800742
<b>City, State, Zip</b>	Dallas, TX 75380
<b>Contact Person</b>	Brandon Willis, LMSW
<b>Contact Title</b>	Director, Crisis Line Services
<b>Telephone Number</b>	972-233-0866 ext. 310
<b>Fax Number</b>	972-233-2427
<b>Email Address</b>	<a href="mailto:bwillis@contactcrisisline.org">bwillis@contactcrisisline.org</a>
<b>Application Method</b>	Please fax or email resume and cover letter to Brandon Willis, LMSW
<b>Opening Date</b>	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.