

Job Title	HelpLine Phone Counselor
Employer/ Agency	MHMRA HelpLine
Job Description	<p>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 conduct crisis intervention, suicide assessments and intervention; provide community referrals when appropriate; provide information about our services; give telephone support to callers; and help direct calls relating to the administration of our services. Over 160 hours of training provided in Customer Service, Crisis Intervention, Mental Health Issues, Mental Retardation Issues, Listening Skills, and Assessing for Risk of suicide and violence.</p> <p>Per State requirements, all candidates must have a completed four year college degree in one of the following areas: psychology, social work, medicine, nursing, rehabilitation, counseling, sociology, human development, physician assistant, gerontology, educational psychology or special education. Bilingual Spanish candidates preferred. Candidates must be able to attend paid training during the day 8:30a – 5p M - F from June 4th – July 11th. If you meet the aforementioned qualifications you may complete an application at www.mhmraharris.org.</p> <p>Bilingual Spanish Unit Support: 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's main phone numbers as well as calls from our partnership agencies. 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. The Bilingual Unit Support is responsible for connecting business and routine Spanish callers to their appropriate destinations M - F during the day as well as serving as a translator for QMHP staff for service/urgent/emergent Spanish speaking callers.</p> <p>High School Diploma required, some college preferred. Minimum of 2 years of customer service experience, preferably in a call center environment. The ideal candidate has the ability to pass the agency Spanish Translator Exam, has excellent critical thinking and problem solving skills, listening skills, data entry skills, and the ability to navigate several computer systems concurrently. A training curriculum is provided that includes customer service, crisis intervention theory, listening skills, MHMRA Services and Programs. If you meet the aforementioned qualifications you may complete an application at www.mhmraharris.org.</p>
Application Method	On-line at mhmraharris.org , click Human resources, click Job Search, choose Position Title. Resume can be uploaded with online application.
Opening Date	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 with the hiring details of your new job opportunity. Thank you.