

Job Title	Crisis Hotline Counselor
Employer/ Agency	Houston Area Women’s Center
Job Description	<p>The Crisis Hotline Counselor is a critical role within the Houston Area Women’s Center that provides real-time support to clients in immediate need. The Crisis Hotline Counselor conducts intakes and assessments to provide a full spectrum of services in collaboration with programs across the agency. The Crisis Hotline Counselor is responsible for conducting crisis intervention, emotional support, danger assessment, safety planning, shelter placement, information, and referral to domestic and sexual violence survivors through two 24-hour crisis hotlines.</p> <p>Tasks</p> <ul style="list-style-type: none"> • Provide crisis intervention, emotional support, information & referral, education, support, and advocacy to survivors of domestic and sexual violence. • Conducts danger assessments with survivors and creates safety plans based on each client’s individual case and needs. • Provide shelter screenings and coordination of shelter placement and emergency transportation of clients. • Make CPS and APS reports as required and needed. • Keeps accurate client and hotline data/records for monthly reports. • Communicate with on-call staff including Supervisors, hospital accompaniment counselors, and community partners. • Communicate with HAWC’s answering service to relay and respond to messages. • Communicate with leadership and other Hotline staff on the team regarding case management and other issues. • Attend mandatory monthly meetings and training with the Hotline & Crisis Intervention Services Coordinator, All Department Staff Meetings, and/or meet as assigned. • Conducts intakes and assesses the client's need to determine next steps and processes appropriate documentation: Housing Assessment, EPA Assessment, Lease Termination, Good Cause, Address Confidentiality, Utility Waivers, and Legal Referrals. • Provides counseling intakes for critical client cases to provide support to the Behavioral Health Department. • Other duties/projects may be assigned.
Qualifications	<p>Education:</p> <ul style="list-style-type: none"> • High School diploma or equivalent • Is actively enrolled in college with a major in Social Work, Criminal Justice, Sociology, Psychology, Public Health, Counseling, Communications, or Business Administration. • Bachelors in Social Work, Criminal Justice, Sociology, Psychology, Public Health, Counseling, Communications, or Business Administration strongly preferred. <p>Experience:</p> <ul style="list-style-type: none"> • A minimum of 6 months of experience in social services, customer service, or call-center setting

Salary/Hours	Full-Time • Monday-Friday 10:00 a.m.-7:00 p.m.
City, State, Zip	Houston, TX
Application Method	Apply Here: https://www.paycomonline.net/v4/ats/web.php/jobs?clientkey=375885033217726F70F9776A0B3CFE54
Opening Date	Immediately

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