

<b>Job Title</b>	Crisis Hotline Counselor – Shift 1 (Full-Time)
<b>Employer/ Agency</b>	Houston Area Women’s Center
<b>Job Description</b>	<p>As 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> <ul style="list-style-type: none"> <li>▪ You will provide crisis intervention, emotional support, information &amp; referral, education, support, and advocacy to survivors of domestic and sexual violence.</li> <li>▪ You will conduct danger assessments with survivors and creates safety plans based on each client’s individual case and needs.</li> <li>▪ You will provide shelter screenings and coordination of shelter placement and emergency transportation of clients.</li> <li>▪ You will make CPS and APS reports as required and needed.</li> <li>▪ You will keep accurate client and hotline data/records for monthly reports.</li> <li>▪ You will communicate with on-call staff including Supervisors, hospital accompaniment counselors, and community partners.</li> <li>▪ You will communicate with HAWC’s answering service to relay and respond to messages.</li> <li>▪ You will communicate with leadership and other Hotline staff on the team regarding case management and other issues.</li> <li>▪ You will attend mandatory monthly meetings and training with the Hotline &amp; Crisis Intervention Services Coordinator, All Department Staff Meetings, and/or meet as assigned.</li> <li>▪ You will conduct 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.</li> <li>▪ You will provide counseling intakes for critical client cases to provide support to the Behavioral Health Department.</li> <li>▪ Other duties/projects may be assigned.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ High School diploma or equivalent</li> <li>▪ Is actively enrolled in college with a major in Social Work, Criminal Justice, Sociology, Psychology, Public Health, Counseling, Communications, or Business Administration.</li> <li>▪ Bachelors degree in Social Work, Criminal Justice, Sociology, Psychology, Public Health, Counseling, Communications, or Business Administration, strongly preferred.</li> <li>▪ A minimum of 6 months of experience in social services, customer service, or call-center setting</li> <li>▪ Proficiency in Microsoft Office (Word, Excel, Outlook, Teams)</li> <li>▪ Computer savvy and able to learn new applications and technologies quickly.</li> <li>▪ Texas driver’s license with a good driving record; reliable transportation; ability to</li> </ul>

	travel to off-site locations utilizing personal transportation
<b>Salary/Hours</b>	<ul style="list-style-type: none"> <li>▪ Hourly Compensation: \$18.04 hourly</li> <li>▪ Pay schedule: semi-monthly</li> <li>▪ Medical, Dental, Vision, Life and Disability Insurance Programs</li> <li>▪ Generous Paid time Off- 11 paid holidays per year, 3 personal holidays per year, 15 paid Vacation days per year, Approx 7 hours per month of accrued Sick days</li> <li>▪ 401K the agency matches 125% of employee contributions up to 4% of the annual salary of a full-time employee</li> <li>▪ Employee Assistance Program</li> </ul>
<b>City, State, Zip</b>	Houston, TX
<b>Application Method</b>	Apply Here: <a href="https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=185601&amp;clientkey=375885033217726F70F9776A0B3CFE54">https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=185601&amp;clientkey=375885033217726F70F9776A0B3CFE54</a>
<b>Opening Date</b>	Immediately

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