



Houston Area Women's Center

Crisis Hotline Counselor

Department: Hotline & Crisis Intervention Serv. **Job Status:** Full Time
FLSA Status: Exempt **Reports To:** Manager of Hotline Services
Shift: Monday – Friday 830a – 530p **Amount of Travel Required:** Up to 25%
Positions Supervised: None

POSITION SUMMARY

Provides crisis intervention and emotional support to survivors of domestic and sexual violence through our 24 hour Crisis Hotlines. Coordinates on-going client cases and hotline coverage. Provides leadership and training to trainees and volunteers.

DUTIES AND RESPONSIBILITIES

Hotline Case Management

- Provides crisis intervention and emotional support to survivors of domestic violence and sexual assault through our two 24 hour crisis hotlines
- Conducts dangers assessment and safety planning
- Coordinates shelter placement within our shelter and other area shelters by conducting telephone assessment interviews and intake/exit procedures to incoming residents
- Case manages Hotline clients that require complex services over a number of shifts.
- Communicates with HAWC programs and departments to facilitate and coordinate client services
- Maintains current information on and acts as liaison with other area shelters.
- Is trained as a HHSC/TANF domestic violence expert to grant a Good Cause recommendation and Address Confidentiality
- Prepares reports on a monthly basis and special reports as required.
- Provides intake, placement and case management to Safe Harbor clients and Safe Passage as well as Hotmeal Project.
- Serves as on-call back-up and is on-call a minimum of one week per month.

Volunteer Coordination

- Facilitates the transition of trainees to hotline volunteer status
- Provides oversight of volunteers in managing crisis situations on the Hotline.
- Maintains a highly visible presence in the hotline serving as primary contact and support for volunteer's and staff's questions regarding client services.
- Tracks volunteer information such as start dates, vacations, leave of absences, and awards.
- Coordinates and tracks the work of individual volunteer groups within the hotline volunteer force.
- Maintains communication with volunteers about upcoming events, volunteer birthdays, hospital stays, etc.
- Provides support and recognition to volunteers.

Training

- Assists with hotline volunteer training sessions and in-services, participating in hotline training and lead refresher courses for volunteers as needed.

- Assists with outside HAWC fairs, speeches, and training sessions as needed.

Reports

- Prepare and Complete monthly and annual reports
- Review and revise all call records for accuracy and completion
- Input client records into Refer Net and SQL database

Administrative

- Initiates, retrieves, and/or responds to e-mail, voice mail, and written correspondence in a timely manner.
- Keeps current on latest research and issues on volunteerism, sexual violence, domestic violence, reporting requirements, technical developments and relevant topics through but not limited to articles, books, videos, conference, workshops, and meetings.
- Participates in staffing, supervisory, processing and consultation meetings as required or needed.
- Completes and turns in all necessary paperwork for payroll, leave requests and reimbursement in a timely manner.
- Provides other services in crisis and emergency situations as requested or required.
- Other duties as assigned. Should such duties become routine, the job will be reviewed and revised.

POSITION QUALIFICATIONS

SKILLS & ABILITIES

Education:

- Bachelor's degree in social sciences, psychology, or related field

Experience:

- Minimum of 2 years' experience working with social services
- Minimum of 2 years' experience working with people in crisis or experience working as a counselor
- Minimum of one year working with survivors of domestic and sexual violence of diverse backgrounds
- Knowledge of laws and regulations relating to child abuse and neglect, sexual abuse, liability and negligence
- Bilingual in Spanish required.

Abilities:

- Has knowledge of providing services to survivors of domestic and sexual violence from a feminist/oppression perspective that includes empowerment, power differentials and gender issues.
- Understands and maintains appropriate boundaries with clients and volunteers.
- Understands and is empathetic towards survivors of domestic violence and sexual assault.
- Is skilled in crisis intervention counseling and case management with adults (and children on an as needed basis).
- Has knowledge of community resources for adults and children in crisis.
- Ability to communicate directly and professionally with staff, colleagues, volunteers, and clients □
Ability to manage conflicting priorities and make decisions in a crisis environment.

- Demonstrates ability to coordinate, track, and report information for statistical purposes.

Computer Skills: Working knowledge of Microsoft Office - Word, Access, Excel and PowerPoint
Working knowledge of Microsoft Outlook

Certificates & Licenses: Reliable transportation and Texas driver's license.

COMPETENCIES

- Accuracy - Ability to perform work accurately and thoroughly
- Adaptability - Ability to adapt to change in the workplace
- Accountability - Ability to accept responsibility and account for his/her actions
- Communication, Oral and Written - Ability to communicate effectively with others using the spoken word; ability to communicate in writing clearly and concisely
- Customer Oriented - Ability to take care of the customers' needs while following agency procedures
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type
- Energetic - Ability to work at a sustained pace and produce quality work
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.

OTHER REQUIREMENTS

- Understanding and sensitivity towards the issues of sexual and domestic violence.
- Valid drivers' license, proof of current insurance coverage that meets Texas minimum coverage limits, and a good driving record
- Ability to travel to off-site locations utilizing personal transportation may be needed
- Flexibility in schedule may be required to ensure timely monitoring and reporting
- Ability and willingness to work evenings and weekends as needed
- Awareness of the importance of volunteerism and its contribution to social service agencies.

PHYSICAL DEMANDS

- Although most duties can be accomplished from a seated position with occasional walking and standing, the incumbent may need to squat or bend, reach outward or upward to effectively discharge job duties.
- Job incumbent must be able to lift/carry and/or push/pull up to 35 lbs.
- Long periods of travelling throughout the Harris County area may be required in some occasions.

WORK ENVIRONMENT:

MISSION OF THE HOUSTON AREA WOMEN'S CENTER: The Houston Area Women's Center helps individuals affected by domestic and sexual violence in their efforts to move their lives forward. We provide shelter, counseling and advocacy to support them in building lives free from the effects of violence. We seek social change to end domestic and sexual violence through community awareness and education. Our services are confidential and available to everyone.

The primary work location for the incumbent in this position is at the agency's education and administration building.

ESSENTIAL FUNCTIONS STATEMENT:

The Houston Area Women’s Center has reviewed this job description to ensure that essential functions are included with the duties and responsibilities. To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

REVIEW AND APPROVAL:

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the agency reserves the right to change this job description and/or assign tasks for the employee to perform, as the agency may deem appropriate.

Prepared by Signature: Pam Huewitt

Date: 04/05/2017

Employee Signature: _____

Date: _____