

Job Title	Bilingual Manager of Hotline & Crisis Intervention Services
Employer/ Agency	Houston Area Women's Center
Job Description	<p>Description</p> <p>Being the Bilingual Manager of Hotline & Crisis Intervention Services (Overnight/Weekends), provides supervision and leadership to the overnight Hotline, Chat Services, and Hospital Accompaniment team. This position is responsible for overseeing all program functions and client services including crisis intervention and emotional support to survivors of domestic and sexual violence through our 24-hour Crisis Hotline, Chat Services and Hospital Accompaniment Programs. In this role you will manage on-going and complex client cases and oversees delivery of client services.</p> <p>What you Deliver in this role:</p> <ul style="list-style-type: none">• You will evaluate and oversees operation of 24-hour domestic violence and rape crisis hotline and live chat services. Responsible for all technical functions of the hotline such as phone system, database, phones, technology, and equipment• You will provide supervision of Crisis Hotline and Crisis Chat counselors. Supports Hospital Accompaniment Crisis Counselors as needed. Serves as on-call Manager to attend to all situations that may arise after hours.• You will maintain accurate client records for monthly reports and meets all program deadlines. Works with Director to maintain compliance with all grant performance targets and reporting requirements.• You will prepare monthly reports.• You will make program recommendations to the program Director as needed.• You will work in partnership with the Director of Quality Assurance to monitor program outcomes and create strategies to improve program performance and/or create new initiatives.• You will develop and deliver training presentations related to Hotline and Chat Services and complete on-the-job coaching with new staff members.• You will provide crisis intervention and emotional support to survivors of domestic violence and sexual assault through our two 24-hour hospital accompaniment programs and crisis hotlines. Conducts dangers assessment and safety planning as needed. Case manages Hotline, Chat and Hospital Accompaniment clients that require complex services over several shifts.• You will coordinate shelter placement within our shelter and other area shelters by conducting telephone assessment interviews and intake/exit procedures to incoming residents.• You will supervise the transportation services for clients, using taxi and rideshare accounts.• You will communicate with HAWC programs and departments to facilitate and coordinate client services.• You will maintain current information on and acts as liaison with area

	<p>service providers and hospitals. Cultivate existing relationships and develop new relationships with other domestic/sexual violence service providers and community partners with the goal of building strong working relationships and minimize gaps in services to better service survivors.</p> <ul style="list-style-type: none"> • You will train as a HHSC/TANF domestic violence expert to grant a Good Cause recommendation and Address Confidentiality • You will conduct monthly meetings with Crisis Hotline and Chat Counselors • You will make CPS and APS reports as required and needed. Mandatory Reporting: report suspected and prior abuse/neglect to either Child Protective services or Adult Protective services when appropriate. • Other duties as assigned.
Qualifications	The Requirements We are Seeking: <ul style="list-style-type: none"> ▪ You have at minimum a Bachelor's degree in psychology, social work, sociology, criminal justice, business, communications, or other social sciences. ▪ You have at minimum of three years of experience working within a hotline setting, or working with survivors of domestic and sexual violence, or similar social services setting working with vulnerable populations from a diverse background. ▪ You have at minimum of three years of experience leading a team with direct reports. ▪ You are Bilingual in both English and Spanish. ▪ You have intermediate proficiency in Microsoft Office (Word, Excel, Outlook, and Teams). ▪ You are computer savvy and able to learn new applications and systems quickly. ▪ You have a valid Texas driver's license with a good driving record; reliable transportation; ability to travel to off-site locations utilizing personal transportation.
Salary/Hours	Your Schedule: <ul style="list-style-type: none"> ▪ Full Time ▪ Wednesday-Thursday 8:00 a.m. - 7:00 p.m. ▪ Saturday - Sunday 8:00 p.m. - 7:00 a.m. ▪ Flexible to work or be on-call overnight and weekends as needed. ▪ Work Model: Hybrid ▪ Local Travel: 25%
City, State, Zip	Houston, TX
Application Method	Apply Here: https://tinyurl.com/ytbsazst
Opening Date	Immediately