

<b>Job Title</b>	<i>Evening Support Group Monitor</i>
<b>Employer/ Agency</b>	Hope and Healing Center & Institute
<b>Job Description</b>	<p>The Evening Support Group Monitor is responsible for assisting with the coordination of HHCI's evening support groups, including (but not limited to) directing attendees, providing supplies, and various other administrative procedures. This position greets every guest that enters the doors at HHCI in the evening and offers a warm welcome. Also responsible for other tasks as needed.</p> <p><b>Program and Event Logistics</b></p> <ul style="list-style-type: none"> <li>• Maintain information for support groups; track whether groups attend</li> <li>• Serve as point of contact for attendee/support groups upon arrival</li> <li>• Serve as point of contact for callers, directing them to the appropriate FT staff member or HHCI program</li> <li>• Coordinate support group logistics; responsible for submitting requests from support group facilitators to supervisor</li> <li>• Assist in providing support groups with materials as required</li> <li>• Assist in ensuring facility use guidelines are followed by all collaborating organizations &amp; groups</li> </ul> <p><b>Administrative/Office Management</b></p> <ul style="list-style-type: none"> <li>• Greet and direct all visitors and clinical clients, and answer questions; create welcoming atmosphere to foster communication; field all calls and give needed information over the phone or via email</li> <li>• Coordinate with SMEC to ensure HHCI facilities are operating properly at all times; promptly report any maintenance issues</li> <li>• Responsible for evening signage within organization directing clients, support group attendees and program attendees to designated rooms</li> <li>• Assist Senior Staff in communication, special reports, correspondence, and other related projects as needed (infrequent)</li> </ul> <p><b>Indicators of Success</b></p> <p>Several of the most critical aspects of this role include:</p> <ul style="list-style-type: none"> <li>• Delivering a service attitude while supporting staff, clients, and visitors to assure a warm welcome and continuity of operations and administrative services</li> <li>• Effectively communicates problems in the facility and/or status updates of tasks</li> <li>• Consistently works independently and acts appropriately once tasks have been assigned and coordinates appropriate follow up until completion</li> <li>• Works with confidential support group information where discretion is necessary to protect confidentiality</li> </ul>
<b>Qualifications</b>	<p><b>Education and Experience</b></p> <ul style="list-style-type: none"> <li>• Must possess excellent interpersonal, written and verbal communication skills</li> <li>• Must be proficient in Microsoft 365 and have excellent organizational skills</li> </ul>
<b>Salary/Hours</b>	Part-time position Monday – Thursday, 5pm – 8:45pm, \$14/hr

<b>Address</b>	717 Sage Road
<b>City, State, Zip</b>	Houston Tx 77056
<b>Contact Person</b>	Madeline Stiers,
<b>Email Address</b>	<a href="mailto:mstiers@hhci.org">mstiers@hhci.org</a>
<b>Application Method</b>	email
<b>Opening Date</b>	3/6/2026

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