

<b>Job Title</b>	911 Crisis Call Diversion Program Clinical Team Lead
<b>Employer/ Agency</b>	MHMRA of Harris County
<b>Job Description</b>	<p>In partnership with the Houston Police Department and the Houston Emergency Communications (HEC) Center, MHMRA of Harris County is co-locating a team of Tele-Counselors on the call center floor at the HEC Center to receive mental health related calls that come in through 911 who are not at imminent risk of harm to self or others. This is a 2 year pilot project. The intention is to gather enough outcomes to secure additional long term funding to sustain the program past 2 years.</p> <p>Under the general direction of the HelpLine Director, the 911 Crisis Call Diversion Clinical Team Leader provides supervision and coaching to 1 Data Analyst and 6 911/Houston Emergency Communication Center based Tele-Counselors. The CTL must be able to manage staff effectively in a collaborative team environment and well as a collaborative organizational environment. This position will require some flexible working hours but the primary schedule will be M – F days. It is expected that the CTL will make regular supervisory visits with weekend and overnight shifts when they join the program in 1st quarter 2016. CTL have on-call responsibility for after hours consults with their team. The CTL will go through the standard HelpLine Training and is expected to assist the team answer calls as needed. CTL will serve as the clinical consult to HPD dispatch assisting in telephonic de-escalation while Officers are in route to high risk situations with the intent to de-escalate the caller for both citizen and officer safety.</p> <p>Master’s degree (M.A.) or equivalent in the field of Psychology or Social Work as well as current clinical licensure (LPC or LCSW). Must have 5 years experiencing working in a mental health setting, preferably crisis services. Experience working directly with law enforcement is recommended. Experience supervising staff is preferred. Must have knowledge of the MHMRA of Harris County system as well as other Houston and Harris County crisis and mental health outpatient services options. Ability to effectively lead others. Strong communication skills with ability to effectively converse and listen to others and construct clear and concise written communication. Ability to identify and offer solutions to resolve problems, using knowledge of the organization to identify helpful resources. Effective time management and organizational skills. Able to utilize basic Word</p>

	and Excel documents. Ability to sort through large amounts of data sets and look for trends. Start date is Sept 23rd.
<b>Qualifications</b>	LCSW or LPC
<b>Salary/Hours</b>	\$65,712 M – F daytime
<b>Employer/Agency</b>	MHMRA of Harris County
<b>Address</b>	7011 SW Freeway
<b>City, State, Zip</b>	Houston, TX 77050
<b>Contact Person</b>	Jennifer Battle
<b>Contact Title</b>	HelpLine Director
<b>Telephone Number</b>	713-970-8240
<b>Fax Number</b>	713-970-8201
<b>Email Address</b>	<a href="mailto:Jennifer.battle@Mhmraharris.org">Jennifer.battle@Mhmraharris.org</a>
<b>Application Method</b>	Email cover letter and resume to <a href="mailto:Jennifer.battle@mhmraharris.org">Jennifer.battle@mhmraharris.org</a>
<b>Opening Date</b>	Now

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