

## **HelpLine Phone Counselor**

### ***The Harris Center for Mental Health and IDD Services***

80% Position – 32 hours a week – benefits eligible

The Harris Center for Mental Health and IDD Services HelpLine is the first contact and representation of The Harris Center by phone to the public, consumers and providers. We answer all calls coming into The Harris Center's main phone numbers as well as 7 other Local Mental Health Authority centers and some statewide area codes of the National Suicide Prevention LifeLine 24 hours a day/365 days a year. We conduct crisis intervention, suicide assessments and intervention; provide community referrals when appropriate; provide information about our services; give telephone support to callers; and help direct calls relating to the administration of our services. Over 200 hours of training provided in Assessing for Risk of suicide and violence, Crisis Intervention, Mental Health Issues, Intellectual and Developmental Disabilities Issues, Listening Skills, Community Resources, and Customer Service.

Per State requirements, all candidates must have a completed four year college degree in one of the following areas: psychology, social work, medicine, nursing, rehabilitation, counseling, sociology, human development, physician assistant, gerontology, educational psychology or special education. Bilingual Spanish candidates preferred. Position has evening and weekend requirements. Candidates with flexible schedules encouraged to apply. Candidates must be able to attend paid training during primarily daytime hours M - F from March 9<sup>th</sup> – April 15<sup>th</sup> before assuming their actual shifts. If you meet the aforementioned qualifications you may send your resume and cover letter to [jennifer.battle@mhmraharris.org](mailto:jennifer.battle@mhmraharris.org).

#### **Jennifer Battle, LMSW**

HelpLine Director

The Harris Center (formerly MHMRA of Harris County)

Houston, TX

713-970-7000 (24 hour HelpLine)

713-970-8240 (Direct)



Transforming Lives.