<table>
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<tr>
<th>Job Title</th>
<th>Hotline Coordinator</th>
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<tr>
<td>Employer/ Agency</td>
<td>Clinic Access Support Network (CASN)</td>
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| Job Description         | • Answer and respond to incoming hotline calls, texts, web form entries, and emails in a timely, compassionate, and professional manner  
• Assess needs of callers through intake process  
• Provide callers with accurate information and appropriate resources based on assessment  
• Enter data used to schedule rides/drives into proprietary app and monitor for ride shift applications from volunteers  
• Follow up with callers as required  
• Communicate with volunteers, as needed  
• Ability to maintain confidentiality  
• Write and process payment vouchers to clinics  
• Make arrangements for travel and lodging  
• Make direct payment transfers to callers  
• Maintain hotline database and submit accurate and timely statistical information  
• Communicate regularly with Board of Directors  
• Provide relevant data to grant-writing and app-development teams  
• Make real-time adjustments based on adapting policies and procedures  
• Some travel may be required, pending current safety concerns |
| Qualifications          | • Bachelor’s degree in Social Work, license preferred  
• Located in Houston, Texas  
• Experience working with diverse populations  
• Ability to convey empathy, respect, and professionalism to hotline callers  
• Ability to coordinate comprehensive resources in a fast-paced environment  
• Knowledge of local resources and ability to coordinate with partner organizations  
• Ability to work independently and as part of a team with board, staff, and volunteers  
• A high level of interpersonal, verbal, and written communication skills  
• Proficiency in Gsuite and Microsoft Office suite  
• Smartphone Preferred but not required  
• 1 year of experience working at a hotline  
• Data collection and management skills  
• Experience working in a remote environment  
• Spanish fluency highly-preferred |
| Salary/Hours            | • $40,000 - $45,000, commensurate with experience and qualifications  
• Full time, Monday through Friday 8:00 am to 5:00 pm  
• Remote position, based in Houston, TX |
| Employer/Agency         | Clinic Access Support Network (CASN)                     |
| City, State, Zip        | Houston, TX                                              |
| Application Method      | Send Cover Letter and Resume to accounts@clinicaccess.org, subject line “Hotline Coordinator Application - [LAST NAME, FIRST INITIAL]” by August 30, 2020. Priority will be given to applications received by August 21, 2020. |
| Opening Date            | August 3, 2020                                           |

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.