

Job Title	Hotline Coordinator – Part Time - Temporary
Employer/ Agency	Clinic Access Support Network (CASN)
Job Description	<p>Position Overview We are hiring a Hotline Coordinator to connect our callers to funding and practical support needed to get to their abortions. The Hotline Coordinator will respond to requests for assistance coming through intake channels and coordinate services and funding, as applicable.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Answer and respond to incoming hotline calls, texts, web form entries, referrals from other organizations, 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 caller data into proprietary application • Follow up with callers as required • Communicate with volunteers, as needed • Ability to maintain confidentiality • Responsible financial management • 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 • Responsible for ongoing program evaluation and development • Some travel may be required, pending current safety concerns • And other duties as required by the position
Qualifications	<ul style="list-style-type: none"> • Degree in Social Work or similar field, clinical concentration, license preferred • Experience working with diverse populations • Ability to convey empathy, respect, and professionalism to hotline callers • Ability to maintain confidentiality. • Responsible financial management. • Ability to coordinate comprehensive resources in a fast-paced environment • Knowledge of local resources and ability to coordinate with partner organizations • Experience in program development • Data collection, utilization, and management skills • 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 Google Suite and Microsoft Office Suite <p>Preferred but not required:</p> <ul style="list-style-type: none"> • 1 year of experience working at a hotline • Experience working in a remote environment

	<ul style="list-style-type: none"> • Spanish fluency highly-preferred • Smartphone
Salary/Hours	\$25-\$35/hour, grant funded position, temporary for 3 months with potential to extend. Must be available Monday/Wednesday/Friday from 10am - 2pm, other hours are flexible.
Address	Remote but candidates must reside in the state of Texas (Houston preferred)
Application Method	APPLY AT THIS LINK: https://jobs.gusto.com/postings/clinic-access-support-network-hotline-coordinator-part-time-temporary-e3a2a31d-4b4c-4313-a5b1-22bfdcc26556
Opening Date	Immediately

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.