

# Bilingual Crisis Hotline Counselor Shift 3B

## Job Details

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<b>Job Location</b>	<b>Education Level</b>	<b>Position Type</b>
Her Well- Brookshire, TX/ Remote	Third or Fourth Level College Student	Part-Time
<b>Travel Percentage</b>	<b>Job Shift</b>	<b>Job Category</b>
Up to 25%	Day	Nonprofit - Social Services

## Description:

Being a Bilingual Crisis Hotline Counselor, you will provide crisis intervention, emotional support, danger assessment, safety planning, shelter placement, information, and referral to domestic and sexual violence survivors through two 24-hour hotlines.

### Your Schedule:

- 20 Hours
- Monday, Wed, Friday from 4:00 am - 8:00 am
- Sunday 4 pm - 12 am
- Local Travel: 25%

Imagine a place where your skills can make a difference in people’s lives. Working at the Her Well Center gives you a rewarding experience in which our employees work together to empower survivors to reclaim their hope, regain their voice, and resist the urge to isolate. We are committed to doing the work and challenging each other to be an organization where everyone is respected and heard.

# Qualifications

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## **The Requirements We are Seeking:**

- Third or Fourth level College Student in Psychology, Sociology, Social Work, Criminal Justice, and Social Sciences
- One year of experience working in a social services setting
- You are bilingual in both Spanish and English and are able to read, speak, and write both languages fluently
- You have a valid Texas driver's license with a good driving record, reliable transportation, ability to travel to off-site locations utilizing personal transportation

## **What you Deliver in this role:**

- You will provide crisis intervention, emotional support, information & referral, education, support, and advocacy to survivors of domestic and sexual violence.
- You will conduct danger assessments with survivors and create safety plans based on each client's individual case and needs
- You will provide shelter screenings and coordinate shelter placement and emergency transportation of clients.
- You will make CPS and APS reports as required and needed.
- You will keep accurate client and hotline data/records for monthly reports.
- You will communicate with on-call staff, including Supervisors, hospital accompaniment counselors, and community partners.
- You will communicate with the Her Well weekday team and respond to messages.
- You will communicate with the Coordinator and other Hotline staff on the team regarding case management and other issues.
- You will attend mandatory monthly meetings and training with the Hotline & Crisis Intervention Services Coordinator, All Department Staff Meetings, and/or meet as assigned.
- Other duties/projects may be assigned

## **What Skills and Assets you bring, and more:**

- Excellent attention to details
- Demonstration of professional objectivity and appreciation for confidential information
- Ability to remain calm in difficult situations.
- Ability to follow instructions and to adhere to policies and procedures
- Ability to prioritize tasks to meet individual and team deadlines
- Proficient in Microsoft Office
- Has a growth mindset and is a good team player
- Strong communication skills, both verbally and in writing.

When you work here at Her Well, you show survivors they matter and that we care about them. Your work at Her Well will empower a survivor and equip the community with the services Her Well provides. Together we can help Her reclaim her hope, regain her voice, and resist the urge to isolate. We strive for a common cause: ending domestic and sexual violence for ALL.