



## Client Services Coordinator – Main Office

### **ORGANIZATION:**

The Williamson County Crisis Center dba Hope Alliance has been promoting the fundamental right for all individuals to be safe in their personal relationships for over 35 years. Hope Alliance operates under the belief that physical, sexual, emotional and psychological abuse of one human being by another is unacceptable. Located in Round Rock, Texas and serving Williamson County and Northern Travis County, Hope Alliance provides crisis services to both adult and child victims of Family Violence and/or Sexual Assault. We attempt to safeguard our clients' rights through a broad array of innovative, client-centered, trauma-informed direct services, community education, and advocacy. We currently serve more than 2,500 women, men and children annually.

### **POSITION:**

Hope Alliance is seeking an energetic and accomplished human service professional to serve in managing and coordinating reception, serving as the first, trauma-informed point of contact for hotline callers, face-to-face clients, and visitors. This person would also provide general support services. This position will be part-time, Monday-Thursday from 1pm-5pm and off on Friday and weekends.

### **RESPONSIBILITIES:**

- Maintain communication with others and work to fulfill the agency's mission, vision and philosophy. This includes attending regularly scheduled team meetings.
- Answer multi-line phone system, including the crisis hotline, directing calls as required.
- Accurately record client information.
- Maintain front reception and waiting rooms, ensuring common areas are clean and well organized.
- Manage correspondence and inquiries, routing as appropriate.
- Manage inventory of all client forms and brochures, ensuring clients are provided appropriate paperwork upon arrival and answers paperwork-related questions.
- Provide general support to staff.
- Accurately maintains client files and other filing systems.
- Recognize personal emotions, thoughts and values and how they influence behavior, managing their effects on service provision.
- Report any incident of child or elder abuse to the appropriate Hope Alliance team member.
- Assist with the collection and maintenance of data for statistical and programming purposes.
- Assist with recruitment, training, and engagement of volunteers and interns as well as community education efforts.
- Perform other duties as assigned by VP of Programs and/or the Chief Executive Officer.

### **QUALIFICATIONS:**

- Minimum of a Bachelor's Degree in Human Service field, preferably in Social Work. Relevant experience can be substituted.
- Two years' experience answering a multiline phone system.
- Ability to quickly and accurately analyze problems and identify solutions, including immediate crises.
- Must be able to successfully complete the agency-provided State Certification Training, during evening and weekend hours, within 90 days of hire date, and successfully complete a written exam and skills assessment designed to evaluate the special knowledge and skills required for continued certification.
- Must be able to maintain State Certification by documenting annually: six hours of continuing education and the provision of 100 hours of direct services at minimum.
- Experience prioritizing independently, managing multiple and sometimes competing tasks, and meeting deadlines and desired outcomes.
- Experience working with allies and partners such as law enforcement.

- Adequate personal health, social maturity, emotional stability and effective stress management skills.
- Sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and languages, as well as tact, poise, professionalism, diplomacy, teamwork, humor, and ability to interact with people from all walks of life.
- Computer proficiency in email and productivity software products.
- Ability to stoop, bend and lift 25 pounds as well as the ability to move about inside the office to access file cabinets and other office equipment.
- Routinely use computer and other office equipment such as phones, fax, printer, and copier.

Salary Range: The **STARTING** hourly range for the client service coordinator shall be \$15.00/hour.

Generous PTO and Retirement Savings package

For more information, please visit [www.hopealliancetxt.org](http://www.hopealliancetxt.org).

Please email your resume: [Ben.Fisher@hopealliancetxt.org](mailto:Ben.Fisher@hopealliancetxt.org)

**Hope Alliance is an Equal Opportunity Employer**