

# Hotline Counselor

## HEADREST

*The mission at Headrest is to assist those who have or are affected by a substance use disorder, experiencing a crisis, or needing support, by providing effective programs and treatment regardless of ability to pay.*

Headrest offers programs in three areas: Crisis Hotline (24/7), Outpatient Counseling and Low-Intensity Residential Program. These programs are available to people living throughout the Upper Valley community and State of New Hampshire.

**The Hotline** is available to anyone and calls vary from requests for information to callers struggling with thoughts of suicide. Headrest has provided over 420,000 continuous hours of crisis intervention and support. The generosity of local towns, communities and individuals help in Headrest's endeavor of continuing to provide these critical services especially in recent times of the opioid epidemic.

**Outpatient** services are available to all NH and VT residents. Headrest works with client's to make services as affordable as possible ensuring financial barriers do not prevent individuals from seeking help. The Highly Qualified Headrest come with years of clinical experiences and passions in helping those struggling with Substance Use Disorders.

**Low-Intensity Residential** services (previously known as Transitional Living) is available to all New Hampshire Residents or those homeless in New Hampshire. The residential program assists clients in reclaiming their life from the devastating effects of addiction. Many transition to the residential program from 28-day rehabilitation programs. The length of stay may vary but Headrest is able to provide services to clients from 90-180 days.

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Supervisor: Hotline Coordinator (Clinical support via the Clinical Director)

*Headrest Mission: To assist those who have or are affected by a substance use disorder, experiencing a crisis, or needing support, by providing effective programs and treatment regardless of ability to pay.*

*Headrest Vision: A supportive community where family, friends and neighbors value the well-being of each person and offer hope to everyone.*

*Brief Position Description:*

The Hotline Counselor advances Headrest's mission and vision by providing crisis intervention, suicide prevention services, and information and referral through the 24/7 telephone Hotline program. This position also provides support to the counseling and residential program.

*Responsibilities and Specific Duties:*

***Crisis Hotline Counseling***

- Provide active listening, information and referral and intervention services to all callers, residents and walk-ins as appropriate.
- Review previous contacts and conduct follow-ups as necessary.
- Conduct phone screenings for individuals seeking other Headrest services.

***Counseling and Residential Program Support***

- Participate in regular building safety measures including: fire drills, nightly resident check-ins.
- Medication administration: Witness and document patients' taking medications in accordance with medication policy. (Hotline staff as back-up and after completion of required medication training)
- Complete intake form for residential and counseling services.
- Schedule Outpatient Counseling appointments.

***Administrative***

- Maintains timely and accurate documentation of all client contact according to Headrest procedures.
- Functions as a receptionist for the agency including granting access to visitors, sending and receiving mail/packages on behalf of the organization.

***Other Duties*** : Headrest is a service organization with a relatively small number of employees, requiring flexibility and cooperation among all staff. Employees will need to complete other duties as assigned in order to provide quality community services.

***Qualifications:***

- Previous experience in crisis intervention, suicide prevention, addictions treatment or other human services field preferred, but not required.
- Completion of the Hotline Training Program or evidence of equivalent training.
- Excellent verbal and written communication skills.
- Ability to work effectively in crisis situations.

- Physical Requirements: Ability to climb stairs (safety drills, etc); lift and carry up to 25 pounds.

***Salary Level and Exempt Status:***

This is a non-exempt position with a starting hourly wage of \$12-14 depending upon related professional experience.

**How to Apply:**

Send Resume and Cover letter to: [cameron.ford@headrest.org](mailto:cameron.ford@headrest.org)

**Job Location:**

Lebanon