



JOB DESCRIPTION

Position Title: Residential Services Per Diem Counselor
Department: Residential Services
Reports to: Residential Services Program Supervisors

Status: Non-Exempt
Date: Jan., 2005

JOB FUNCTIONS:

- Provide backup to hotline counselors assuming all of the following responsibilities:
 - Respond to hotline calls.
 - Provide crisis and supportive counseling, information, referrals, and safety planning as needed in person or over the telephone.
 - Document all hotline calls following the agency's procedures.
 - Welcome clients to the shelter.
 - Manage the waiting list.
 - Track women and children placed elsewhere and offer them access to groups, court advocates and TSS services.
 - Conduct telephone follow-ups.
 - Prepare client files, welcome books and packets and file, copy and maintain office supplies.
 - Review client charts for signatures, summaries, etc.
 - Review tracking logs for completeness and move to client file upon exit.
 - File medication logs (prescriptions and over-the-counter drugs) in client files after exiting shelter.
- Provide backup to Residential Family Counselor assuming all of the following responsibilities:
 - Provide supportive counseling to women and children.
 - Provide backup for intakes when the case manager is unavailable.
 - Document counseling sessions and any issues that may arise in client files and notify the case manager of those issues or any needs that came up during the counseling session.
 - Conduct client welcome meetings.
 - Assist client in developing and revising safety plan.
 - Update census.
 - Facilitate groups and group development.
 - Leave telephone shift alerts.
 - Schedule chores, explain and teach skills needed to complete chores.
 - Oversee activities in kitchen at mealtime and assist with service.
 - Conduct room checks.
 - Assist families with bedtime routine.
 - Oversee packing and cleaning of rooms.
 - Oversee client telephone and provide supplies to clients as needed
 - Monitor and sign off on babysitting forms.
 - Oversee and record resident's usage of prescriptions and over-the-counter drugs
 - Manage petty cash, tokens and quarters, and monitor client sign in/out sheets.
 - Provide client transportation to and from valid appointments.
- Provide assistance to case management
- Provide walk-in support.
- Provide shelter milieu coverage while Residential Family Counselor in facilitating groups.
- Document any counseling, resident issues or needs that arise.
- Provide supportive counseling to women and children.
- Complete all job functions ethically and in a culturally competent manner.
- Attend and participate in all pertinent agency meetings and trainings.
- Other duties as assigned.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.

JOB REQUIREMENTS:

EDUCATION: Associate's Degree required, Bachelor's Degree preferred, with coursework in human services, counseling and social work or an equivalent combination of education and experience.

EXPERIENCE: A minimum of one year experience preferred working with families in crisis. Residential experience and bilingual (Spanish) a plus.

MENTAL DEMANDS: Ability to deal with a variety of emotions and frustrations in the workplace, communicate with a variety of people, work independently and maintain strict confidences. Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure. Must be attentive, listen to people, perceive the real problems and bring issues to a successful conclusion.

PHYSICAL DEMANDS: Ability to sit, stand, bend, reach, climb stairs, lift up to 30 pounds and the manual dexterity to operate standard office machines, such as, computers, fax machines, copiers and telephones.

SKILLS: This position requires a caring, dedicated individual who possesses the ability to work with families in crisis, cultural awareness and sensitivity with effective counseling and advocacy skills as well as oral and written communication skills. Must display a high degree of professionalism and respect while keeping difficult situations in proper perspective. Understanding, influencing and serving others are important attributes in this position.

OTHER: Annual TB test required. CPR and First Aid certifications required.

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