

## RESIDENTIAL COUNSELOR

*Full-Time, Part-Time, and Per Diem Shifts Available  
Days, Evenings or Overnights*

Willow is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

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### JOB SUMMARY

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The Residential Counselor is a key member of the Willow Domestic Violence Center team, working directly with survivors of dating and domestic violence. 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. 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.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

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#### COUNSELING, ADVOCACY AND SUPPORT

- Provide crisis and supportive counseling, information, referrals, and safety planning as needed in person or over the telephone.
- Welcome clients to the shelter.
- Screen for shelter placement and wait list needs.
- Ensure that all clients receive access to Willow Services including groups, court advocacy and counseling as well as services within the community.
- Assist with shelter intakes.
- Provide assistance to case management and care coordination.
- Assist client in developing and revising safety plan.
- Facilitate groups and group development.
- 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. (Evening)
- Oversee packing and cleaning of rooms.
- Oversee client telephone and provide supplies to clients as needed.

#### DOCUMENTATION AND REPORTING

- Respond to and document all hotline calls according to the agency's procedures.
- Document counseling sessions per agency procedures.
- Monitor and sign off on babysitting forms.
- Monitor client sign in/out sheets.
- Update census.

#### OTHER DUTIES AS ASSIGNED

- Complete all job functions ethically and in a culturally competent manner.
- Attend and participate in pertinent agency meetings and training.

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### QUALIFICATIONS

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- Associates degree in Human Services or a related field, Bachelor's degree preferred with experience in human services, social work, counseling or a related field or an equivalent combination of education and experience is required.
- A minimum of one year of experience working with families in crisis is preferred.
- Residential experience is a plus.
- Bi-Lingual (Spanish) a plus.
- Excellent communications skills (verbal and written) are required.
- 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.

## WORK SCHEDULE

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40 hours per week, non-exempt, if full-time  
Part-time & per diem shifts vary

## COMPENSATION

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Full-time starting pay: \$13.11 per hour

## HOW TO APPLY

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Submit cover letter and resume by mail, email or fax:

◦Mail: P.O. Box 39601, Rochester, NY 14604

◦ Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

◦Fax: 585.232.3501

Be sure to indicate which position and desired shift you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health, dental, and vision insurance, paid time off, and 401k.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*