

## JOB DESCRIPTION

### COUNSELING CENTER COUNSELOR

**DEPARTMENT:** Counseling Center  
**REPORTS TO:** Counseling Center Coordinator  
**HOURS/STATUS:** Full Time/Non-Exempt

Willow Domestic Violence Center 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.

### JOB SUMMARY

The Counseling Center Counselor is a key member of the Willow Domestic Violence Center team, embracing the values of Willow (Respect, Survivor-Centered, Inclusion, Trust and Collaboration) The Counseling Center Counselor will provide a safe, welcoming and professional experience for people using Willow services. The Counselor will partner with clients on their journey and provide trauma informed counseling, solution-focused options and safety planning. The candidate will facilitate community groups weekly, and act as a resource for the community members and partner agencies.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

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#### COUNSELING AND CLIENT SERVICES

- Provide solution-focused trauma-informed counseling to survivors of domestic violence.
- Facilitate the Counseling Center intake process for new referrals to the program.
- Facilitate weekly support and educational groups for survivors of domestic violence using evidence-based models to assist clients through their journey to heal.
- Provide support to program volunteers and interns, as needed.
- Partner with clients in safety planning as it pertains to their own vision of safety
- Stay current on community resources to assist clients with housing, food, transportation and safety.
- Advocate for clients on issues pertaining to domestic abuse and make appropriate referrals (i.e. legal, financial, housing, health).
- Ability to supervise interns.

#### DOCUMENTATION AND REPORTING

- Prepare all appropriate documentation as required by funding agencies in adherence with their guidelines.
- Prepare necessary monthly Counseling Center reports and documentation as required by funding sources in a timely and accurate manner.
- Prepare and submit any necessary internal agency documentation to appropriate department.

#### OTHER DUTIES AS ASSIGNED

- Assist the Hotline when needed — providing crisis and supportive counseling, information, referrals, and safety planning over the telephone.
- Participate in all Counseling Center and agency meetings and trainings.
- Attend community training and conferences to enhance knowledge of domestic violence and impacts of abuse.
- Provide client transportation to and from valid appointments when needed.
- Participate in community meetings as required.
- Document all hotline calls following the agency's procedures.
- Complete all job functions ethically and in a culturally competent manner.
- Other duties as may be assigned.

## REQUIREMENTS

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### EDUCATION

- Master's Degree in social work or mental health counseling required
- License Master's Social Worker preferred

### EXPERIENCE AND/OR TRAINING

- A minimum of one-year experience in individual and group counseling.
- A minimum of one-year supervisory experience.
- One year experience in domestic violence, sexual assault and/or trauma and crisis work.

### QUALIFICATIONS

- Leadership skills
- Bilingual English/Spanish preferred
- Excellent written/oral communication and computer skills (Microsoft Office suite, including Excel) required.
- Ability to work with multiple agencies and systems in a professional manner.
- Solid understanding of confidentiality and ability to utilize appropriate discretion.
- Adaptable and flexible.
- Available to work nights and weekends.

### LISENCES/ CERTIFICATES

- Valid driver's license
- Proof of Auto Insurance

### TECHNOLOGY/ EQUIPMENT

- Access to dependable personal vehicle
- Microsoft Office Suite

### PHYSICAL DEMANDS AND WORK ENVIORNMENT

- Occasional nights or weekends required for community outreach events.
- Must be able to lift/carry presentation materials up to 30 lbs.
- Must be able to safely operate a motor vehicle.
- Must be able to operate controls for audio/video and computer equipment.
- Employee may be required to share an office space.

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## HOW TO APPLY

Submit cover letter and resume by mail or email:

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

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

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

No phone calls please.

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

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.