

Job Description

RESIDENTIAL COUNSELOR SHIFT LEAD

JOB SUMMARY

The Residential Counselor Shift Lead 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 while using best practices and a trauma informed approach. 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. The schedule for this position is Tuesday-Saturday, 3:00pm-11:30pm.

ESSENTIAL DUTIES AND RESPONSIBILITIES

COUNSELING, ADVOCACY, & SUPPORT

- Provide crisis and supportive counseling/advocacy, information, referrals, and safety planning as needed in person or over the telephone in a trauma informed and solution focused manner.
- Manage hotline calls and screen for shelter placement and wait list needs.
- Link individuals both on the phone and in the Shelter to services in and out of Willow (including groups, court advocacy and counseling) by providing information and referrals.
- Assist with intakes and service planning and delivery.
- Assist with the ongoing development and revisions of safety plans.
- Facilitate groups and group development.

SHELTER ACTIVITIES

- Welcome individuals and families into the shelter.
- Explain and teach skills regarding basic needs both in the Shelter, and in the Community.
- Oversee activities in kitchen at mealtime and assist with service.
- Assist families with bedtime routine (Evening).
- Oversee the health and safety of each area, including the resident's bedrooms.
- Stock, organize and provide supplies needed.
- Make sure rooms are clean and beds are made for families coming in for intake.
- Provide leadership to the team when supervisors are not available.
- Take the lead in emergency situations.
- Delegate tasks residential team members in order to complete the work on the shift and maintain safety.
- Contact the on call supervisor to report any concerns or relevant updates.
- Update the census and shift log and send it to the appropriate team members.

DOCUMENTATION & REPORTING

- Respond to and document all hotline calls according to the agency's procedures.
- Document all activities and counseling sessions per agency procedures.
- Monitor and sign off on forms to support daily functioning (shift log, medical, transportation, etc.).
- Monitor and update census and sign in/out sheets.

OTHER DUTIES AS ASSIGNED

- Attend and participate in pertinent agency and community meetings and training.
 - Provide client transportation to and from valid appointments when appropriate.
 - Complete all job functions ethically and in a culturally competent manner.
 - Participate in weekly supervision
 - Any other duties as may be assigned.
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REQUIRED QUALIFICATIONS

- ✔ 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 preferred.
- ✔ Bi-Lingual (Spanish) preferred.
- ✔ Excellent communications skills (verbal and written) are required.
- ✔ Ability to deal with a variety of crises and emotions in the workplace, communicate with a variety of people, work independently and maintain strict confidences using a trauma informed approach.
- ✔ Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.
- ✔ Must be attentive, listen to people, meet clients where they are and collaborate with survivors around their goals.

ADDITIONAL INFORMATION

- ✔ Hours/Status: Full-time/Non-Exempt, Tuesday-Saturday, 3:00pm-11:30pm
- ✔ Pay Rate: \$21.50/hour

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦Email: 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, dental, vision insurance, paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

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.