

## Job Description

### CRISIS COUNSELOR

#### JOB SUMMARY

The Crisis Counselor is a key member of the Willow Domestic Violence Center team, embracing Willow's values. The Crisis Counselor will provide a safe and empathetic space to assess the survivors' needs. The Crisis Counselor will partner with survivors on their journey and will provide support and intervention for individuals experiencing acute emotional distress, mental health crises, or traumatic events. The Crisis Counselor will provide trauma informed counseling, using solution-focused options and safety planning. The Crisis Counselor will facilitate groups, and act as a resource for the community members and partner agencies and will connect survivors with appropriate resources for long-term support. This role requires strong communication skills, and the ability to remain calm under pressure.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### COUNSELING & CLIENT SERVICES

- Facilitate the Counseling Center intake process for new referrals to the program.
- Meet with clients at the Family Justice Center, the counseling center, or virtually.
- Assess the severity of the crisis, gather relevant information, and develop an action plan that addresses immediate needs and concerns.
- Listen actively, offer empathy, and create a non-judgmental environment to help clients express their emotion.
- Provide emotional support and crisis intervention using a trauma-informed approach to individuals experiencing distress, trauma, or mental health emergencies, either in person, over the phone, or through digital platforms.
- Partner with clients in safety planning as it pertains to their own vision of safety
- Identify and intervene in situations involving self-harm, suicidal ideation, or threats to safety, ensuring the individual is safe and connected to appropriate emergency services when necessary.
- Connect individuals with mental health professionals, support groups, or community resources for ongoing extended counseling care needs.
- Maintain confidential records of client interactions and ensure compliance with all legal and ethical guidelines.
- Advocate for clients on issues pertaining to domestic abuse and make appropriate referrals (i.e. legal, financial, housing, health).
- 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.
- Stay current on crisis intervention techniques, mental health practices, and community resources.

##### DOCUMENTATION & 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.
- 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.
- Any other duties needed to help drive our vision, fulfill our mission, and abide by our organization values.

## REQUIRED QUALIFICATIONS

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### EDUCATION

- ✔ Master's Degree in social work or mental health counseling required
- ✔ License Master's Social Worker preferred
- ✔ If licensed, maintain CEUs for NYS licensure

### EXPERIENCE AND/OR TRAINING

- ✔ A minimum of one-year experience in individual and group counseling.
- ✔ 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

### TECHNOLOGY/ EQUIPMENT

- ✔ Access to reliable 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 with or without accommodations.
- ✔ 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.

## ADDITIONAL INFORMATION

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- ✔ Department: Counseling
- ✔ Location: Counseling Center
- ✔ Reports to: Counseling Center Manager
- ✔ Hours/Status: Full-time/Non-Exempt
- ✔ Payrate: \$26/hour

### HOW TO APPLY

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Submit cover letter and resume by mail, 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 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.