willow
Domestic Violence Center

**OUR MISSION:** To prevent domestic violence and champion survivor safety, justice, healing, and hope.
**OUR VALUES:** Inclusion, Respect, Integrity, Excellence, Collaboration

# Job Description

## RESIDENTIAL COUNSELOR

## JOB SUMMARY

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 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.

**Available Shifts Include:**

- **Full Time: Tuesday-Saturday; 3:00pm-11:30pm**
- **Full Time: Sunday-Thursday; 11:00pm-7:30am**
- **Part Time: Saturday & Sunday 3:00pm-11:30pm**
- **Friday & Saturday Overnights 11:00pm-7:30am**
- **Per Diem Positions**

## ESSENTIAL DUTIES AND RESPONSIBILITIES

**COUNSELING, ADVOCACY, & 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 & 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, babysitting forms, 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.
- 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

- Department: Residential Services
- Location: Shill Family Building
- Reports to: Manager of Residential Services
- Pay Rate: $21.00/hour (with a shift differential for overnight shifts)

## APPLY ON INDEED

https://www.indeed.com/cmp/Willow-Domestic-Violence-Center-1

No phone calls please.

***We offer a generous benefits package including paid time off, and a 40lk 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.