

POSITION TITLE: Shelter Program Counselor
(Overnight/Weekend) Hours

DEPARTMENT: Shelter

SUPERVISION RECEIVED: Shelter Program Manager

SUPERVISION EXERCISED: None

FLSA STATUS: Part Time, Non-Exempt

DESCRIPTION OF DUTIES:

The Shelter Program Counselor (SPC) is responsible for staff coverage during varied/flexible shifts including morning, evening, late night, overnight, holiday and weekend hours. The SPC provides support and back-up to other shelter staff (both administrative and programmatic) and direct services to shelter clients and their dependents. They respond to the 24 hour crisis hotline and provide advocacy, information and referrals to those who have experienced domestic violence in the community. Additionally, the SPC is responsible for maintaining and updating shelter program data, administrative files, ordering and maintaining shelter food and supplies, and ensuring the cleanliness and general maintenance of the shelter facility. They can perform other related duties as deemed appropriate by the Shelter Program Manager.

Essential Duties*

- Work closely with the Lead-Shelter Program Counselor and the Shelter Program Manager to develop programming and activities for the families residing at the SAVE shelter.
- Perform shelter intakes and exits as needed.
- Orient new residents to the shelter in a welcoming manner.
- Conduct weekly room meetings.
- Provide age-appropriate activity groups for shelter youth as needed.
- Coordinate with other shelter staff to ensure continuity of services to address clients' needs.
- Communicate important incidents involving clients to the appropriate shelter staff.
- Perform duties which help maintain the smooth operation of the shelter facility including cleaning and maintenance of the food and linen pantries,

house laundry, observation and report of needed repairs, inventory, care of donations.

- When single-shifted, assume responsibility for safety and security of the shelter.
- Assist shelter program staff in maintaining client and programmatic data and files.
- Maintain accurate records and documentation of services to input into the agency data entry system in a timely manner.
- Work closely with the Shelter Program Manager to review/quality control shelter data, manage inventory, conduct purchases and organize shelter program budgets.

Secondary Duties: (shared by all direct service staff)

- Respond to crisis calls and clients in a caring, informative, and non-judgmental fashion.
- Attend all required meetings, including staff meetings, trainings, consultations and retreats.
- Meet regularly with Shelter Program Manager for supervision.
- Maintain up-to-date training on domestic violence and other related topics.
- Maintain up-to-date files and records of all services provided.
- Provide emergency client transportation.
- Attend all required meetings, including staff meetings, trainings, consultations, and retreats.
- Assist with training new staff members and volunteers.
- Assume responsibility for site security and safety as needed.
- Provide input into program planning and developments.
- Assist with maintaining program operations and office functions as needed.
- Assume responsibility for covering a flexible shift on the crisis hotline as scheduled by the Shelter Program Manager.
- On a rotating basis, serve as on-call Backup for the Hotline.

Qualifications:

Ability to perform the duties described above. A typical means of acquiring those abilities would be:

- Education or experience equivalent to a Bachelor's degree in Psychology, Human Services, Child Development, Social Work or related field.
- At least 2 years' experience providing similar services in a residential or crisis services setting.
- At least six months' experience working with domestic violence issues.

- Bilingual skills or bicultural experience preferred.
- Employment is contingent upon passing a background investigation.

Requirements:

- Thorough understanding and demonstrated record of commitment and sensitivity to intimate partner violence, including comprehensive knowledge of signs, cycles, types, and risk factors for abuse, victim resources, related policy developments, and domestic violence current news and events.
- Ability to work effectively, cooperatively, and respectfully with staff, volunteers, clients, and community members regardless of race, ethnicity, national origin, partner status, faith, age, socio-economic status, gender identification, and physical or mental ability.
- Strict adherence to organization's confidentiality and privacy policies, and the ability to recognize sensitive issues.
- Demonstrated understanding of the challenges faced by domestic violence survivors experiencing homelessness.
- Demonstrated understanding of the challenges faced by youth impacted, primarily or secondarily, by domestic violence.
- Demonstrated understanding of the challenges faced by marginalized, unserved/underserved communities.
- Demonstrated understanding of a client centered, trauma informed approach to working with people experiencing domestic violence.
- Ability to adapt to a variety of environments or work demands.
- Ability to maintain a high level of consciousness and sensitivity to client needs and domestic violence issues.
- Ability to support and respond with humility to diversity.
- Ability to work in a crisis-oriented environment and respond appropriately to a person in crisis.
- Demonstrated commitment to the mission and values of SAVE.
- Ability to work independently as well as part of a team.
- Willingness to work flexible hours including evening and weekends. Willingness to adjust schedule on a weekly basis if needed, as directed by the Shelter Program Manager.
- Computer literate with knowledge of MS Office (Word, Excel, Outlook, Publisher) and client tracking databases.
- Must possess a valid California driver's license, insurance, and access to an automobile. Proof of insurance and loss payee endorsement is required. Must meet agency's driving requirements.

- Must have completed or be willing to complete the state-mandated 40-hour domestic violence counselor training.
- Be committed to the mission and values of SAVE

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

<u>PHYSICAL ACTIVITIES</u>	-----Amount of Time Spent-----			
	Rarely 0 – 12%	Occasionally 13 – 33%	Frequently 34 – 66%	Regularly 67% +
Seeing: Must be able to see and read with or without corrective lenses.				X
Hearing: Must be able to hear adequately to communicate with people in person and via phone systems.				X
Sitting			X	
Standing/Walking			X	
Climbing/Stooping/Kneeling/Bending			X	
Lifting/carrying up to 25 lbs			X	
Lifting/carrying over 25 lbs		X		
Pulling/Pushing/Reaching				X
Grasping/Feeling/Finger use of both hands: Must be able to write, type, use a keyboard and telephone system.				X

Equal Employment Opportunity:

As an equal opportunity employer, SAVE supports equal opportunity for employment and advancement free of race, color, religious creed, ancestry, national origin, age, sex (includes sexual harassment) pregnancy (childbirth or related medical conditions), marital status, sexual orientation (heterosexuality and bisexuality), medical condition (cancer and genetic characteristics), mental and physical disability (includes HIV and AIDS), political affiliation/opinion, Veteran’s status, or request for family leave. SAVE is committed to ensuring that the work environment of SAVE employees are free from discrimination, harassment, and retaliation.

This job description is subject to change at any time. This is not a contract and duties may be added to meet business needs. By signing below the employee acknowledges

Family Support Advocate 3_2018

that she/he has reviewed and received a copy of this job description and understands the functions of her/his position.

Employee Signature

Date

Print Name