



POSITION DESCRIPTION

POSITION: Counselor/ Advocate
DEPARTMENT: Emergency Shelter
PAY: \$18/hourly
BENEFITS: Cal Choice; Kaiser or HealthNet Medical, HealthNet Dental & Vision, Life Insurance and Vacation/Sick/PTO Accrual
REPORTS TO: Emergency Shelter Supervisor
DESIGNATION: Full-time, Non-Exempt
WORK HOURS: Tuesday-Friday 3pm-12midnight; Saturday 4pm-12midnight
TO APPLY: Email Resume and Cover letter to Jenniferh@sucasadv.org

POSITION SUMMARY: Under the direction of the Emergency Shelter Program Supervisor, Counselor Advocate (CA) will provide supportive crisis services to emergency shelter participants which include; individual counseling, support groups, advocacy, and resource navigation. In addition, CA will support case managers, answer the 24-hr hotline, attend staff meetings, collaborate across departments, and attend consultation meetings. CA will continue to engage and collaborate with other agencies through outreach meetings and donation pick-ups. CA will be responsible to adhere to all agency and department policies and procedures.

PRIMARY DUTIES AND RESPONSIBILITIES

Hotline Crisis Line:

- Answer the crisis line in a compassionate and professional manner
- Provide over-the-phone crisis intervention and counseling, safety planning, intakes for emergency shelter, and appropriate referrals to community resources.
- Assist with safety planning and brainstorming available options
- Accurately obtain and record survivor demographic information for use in identifying the service and geographic needs of callers.
- Stay abreast of community resources and coordinated community responses.

Shelter Supportive Services:

- Provides, as needed, crisis counseling
- Assist with entries and exits of shelter participants
- Facilitate adult support groups

- Facilitate children support groups and children activities
- Facilitate Family group sessions
- Assist with participant exits, room cleaning, and set up.
- Grocery shopping, donation pick-up, essential items distribution.
- Coordinate with case managers to provide child care
- Performs additional duties and special projects as assigned.
- Ensure adherence to HIPPA requirements, privacy laws, and contract compliance specific to domestic violence victims.

Documentation:

- Maintain client-related data systems, including case notes and service notes.
- Completes timely documentation in accordance with best practice standards for all services provided to the participants.

Shelter Maintenance

- Assures health and safety standards are maintained according to all public health orders.
- Assist with organization of the storages and donations.
- Follows and implements security, safety, and health procedures, including all public health emergency guidelines, and agency/department policies and procedures.

SECONDARY ROLES AND RESPONSIBILITIES

- Participates in agency meetings, department meetings, individual and group consultations, and trainings.
- Arranges for participants' transportation as needed
- Supports participants in adherence and understanding of shelter rights, responsibilities, and informed consent.
- Reports any child abuse, elder abuse, or dependent adult abuse in accordance with state mandated reporting laws.
- Works with volunteers/interns if needed.

MINIMUM QUALIFICATIONS:

1. College degree or equivalent experience.
2. One-year experience as a counselor advocate and/or working in human services of victims of crime or underserved communities.
3. 40-hour Domestic Violence Counseling Certificate issued by the State of California or ability to obtain certificate within 60 days of employment
4. Language: English

5. Valid and current California driver's license; must have own vehicle with liability insurance, clean driving record, ability to drive between job sites and transport participants as needed.
6. Effective written and oral communication skills
7. Proficient computer knowledge and skills.
8. Able to work as a team member and have good interpersonal skills. Capacity and comfort with taking initiative and working independently and productively with minimal supervision.
9. Sensitivity to domestic violence survivors' issues and needs.
10. Has not been a client of Su Casa or any other domestic violence agency during the previous 2 years.
11. Clear state and FBI criminal background check.
12. Available as needed during employee's stated scheduled availability.
13. Able to lift from 25lbs to 50lbs and sort items/donations and climb stairs.

PREFERRED QUALIFICATIONS:

14. Two or more years of experience as a counselor advocate and/or working in human services, with victims of crime or underserved communities.
 1. Bilingual English/Spanish, or in any other language
 2. Positive and professional (oral and written) communication style with a wide range of individuals, including situations that are emotionally charged and stressful
 3. Has 40-hour Domestic Violence Counseling Certificate issued by the State of California
 4. CPR/First Aid Adult/Child certified
 5. Mandated Reporting certified
 6. Trauma-Informed trained
 7. Excellent written and verbal communication, problem-solving, and record-keeping skills
 8. Proficiency in Microsoft Office suite
 9. Ability to meet Form I-9 documentation requirements

This job description is not intended to be all-inclusive. Su Casa ~ Ending Domestic Violence reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

COMPETENCIES

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, clients, and community partners; work effectively as a team contributor on all

assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - Manage difficult or emotional customer situations; respond promptly to client needs; solicit client feedback to improve service; respond to requests for service and assistance; meet commitments.

Interpersonal Skills - Maintain confidentiality; listen to others without interrupting; keep emotions under control; remain open to others' ideas and trying new things.

Oral Communication - Speak clearly and persuasively in positive or negative situations; listen and obtain clarification; respond well to questions; participate in meetings.

Written Communication - Write clearly and informatively; edit work for spelling and grammar; able to read and interpret written information.

Teamwork - Exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests.

Professionalism - Approach others in a tactful manner; react well under pressure; treat others with respect and consideration, regardless of status or position; accept responsibility for own actions; follow through on commitments.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of client, community partners, and colleagues.

RECOMMENDED: Su Casa is committed to providing equal employment opportunities to all employees and applicants, without regard to race, ethnicity, religion, color, sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), gender, gender identity, gender expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability, or any category protected by applicable federal, state., or local law. Su Casa will conform to the spirit, as well as to the letter, of all applicable laws and regulations. A member of Su Casa's administration will provide a copy of this policy upon request.

EQUAL EMPLOYMENT OPPORTUNITY

Su Casa recognizes and supports its obligation to reasonably accommodate applicants and employees with physical or mental disabilities or religious beliefs or practices in order to allow them to perform the essential job functions. The Agency will provide a reasonable accommodation for any known physical or mental disability, and/or religious beliefs and observances, to the extent required by law, provided the requested accommodation does

not create an undue hardship for the Agency, and/or does not pose a direct threat to the health or safety of the individual or others in the workplace. An individual requiring such accommodation must notify Human Resources.

Physical Demands

The physical demands described here are representative of those the employee must meet to successfully perform the essential functions of this job. Su Casa may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; climb stairs; sit; use hands-to-finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Su Casa may make reasonable accommodations to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The above statements describe the general nature and level of work for this position, and are not an exhaustive list of all duties and responsibilities. Su Casa's management team reserves the right to amend and change responsibilities to meet business and organizational needs. Finally, this job description does not constitute a written or implied contract of employment.