

## **Centre Safe Job Description Shelter Counselor**

Reports to: Shelter Director

Status: Full Time

Typical Work Hours: M-F 9-5

FLSA Classification: Non-Exempt

EEO Category: B

Revision Date: July 2020

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### **Organizational Expectations:**

All employees at Centre Safe will demonstrate a commitment to our Core Values:

- 1) Commit to empowering survivors through trauma-informed and client-centered services that are intentionally equitable, inclusive, diverse, confidential and professional, and responsive to identified client and community needs.
- 2) Eliminate violence by challenging the structural inequalities and oppressions that perpetuate gender-based violence, recognizing intersectionality in the way violence is experienced by survivors and the wider community.
- 3) Enhance and value our human resources through ethical stewardship of the knowledge, expertise, lived experience, and courage of spirit of the staff, volunteers, and directors, as well as our financial resources, facilities, and community relationships.

Employees are expected to become familiar with the *Centre Safe Employee Handbook* and abide by the policies within it.

All Centre Safe employees and Counselor/Advocate volunteers are Mandated Reporters of child abuse and will obtain the required clearances upon employment. All Centre Safe employees and volunteers will maintain and uphold client confidentiality under Pennsylvania State Law, specifically 23 PA C.S. 6102 and 42 PA CSA Sec. 5945.1.

### **Job Summary:**

This position provides direct services for shelter residents residing in the Sylvia Stein Shelter to include individual counseling, intake and exit interviews with shelter residents, information and referral, enforcing shelter guidelines and regulations and maintaining the physical space and building during weekday hours.

### **Essential Responsibilities:**

- Provide direct services to shelter residents. This includes individual counseling, goal setting, advocacy, information and referrals, and intake and exit interviews.
- In coordination with the Shelter Director and other shelter staff, participate in the upkeep and management of all aspects of shelter operations, including decision-making around the provision of a safe and healthy environment for shelter residents. This also includes the upkeep and cleanliness of shelter bedrooms and communal living space as well as the management and storage of donations.
- Maintain and enforce shelter guidelines and regulations.
- Maintain current and accurate records on shelter residents, including regular recording and maintenance of client records on the ETO system.
- Participate in the development and evaluation of shelter policies and procedures, in coordination with the Shelter Director and other shelter staff.

- Assist with the provision of VOCA-funded services, including assistance with filing Compensation Claims (VCAP), criminal justice support/advocacy, crisis counseling, emergency financial assistance, emergency legal advocacy, follow-up counseling, in-person information and referral, case management, hotline, personal advocacy, shelter/safe house, support groups, and telephone contact information and referral.

**Other Duties and Responsibilities:**

- Provide direct services daily, as needed, taking hotline calls and providing counseling and advocacy for walk in clients and/or past clients.
- Support and assist all teams, specifically the transitional housing team, as needed, with the provision of direct services and general maintenance.
- Attend weekly and monthly team meetings, staff meetings and case management meetings.
- Participate in Centre Safe committees, when appropriate.
- Provide training to volunteers in Volunteer Training Classes within areas of expertise as requested.
- Participate in the rotation schedule for the hotline.
- And other VOCA duties as assigned.

**Qualifications:**

- Minimum of two years experience working in a Human Services area required.
- Bachelor's degree and/or residential experience preferred.
- Must obtain, and maintain, required Criminal History, Child Abuse, and FBI clearances
- Must successfully complete the organization's Volunteer Advocate Training post-employment.
- Computer proficiency at a basic level including the ability to conduct website searches, navigate through programs and multiple screens, perform data entry, and use common word processing, email, calendar and spreadsheet programs (Microsoft Office programs preferred).
- Maintain a valid driver's license and access to reliable vehicle, in order to drive self to other locations throughout Centre County, and ability to transport clients in the company vehicle is preferred.
- Ability to communicate effectively with clients and across various levels of the organization.
- Access to reliable transportation.
- Ability to lift up to 25 pounds on a regular basis.

**Working Conditions:** This position works mostly afternoon and evening hours throughout the week but is expected to help cover shifts during off hours, including overnights, weekends and holidays, as needed. (shelter needs to be staffed 24 hours/day, 365 days/year)

**Mental and Physical Requirements:** This position may assist in moving larger items with the help of equipment, like carts.

**Supervisory Responsibility:** No supervisory responsibilities

*This job description is not a comprehensive list of all activities, duties or responsibilities and may change without advance notice. This job description is also not a contract for employment and does nothing to change the at-will status of employment. The employer is an Equal Opportunity Employer.*

Employee Name\_\_\_\_\_ Signature\_\_\_\_\_ Date\_\_\_\_\_

Supervisor Name\_\_\_\_\_ Signature\_\_\_\_\_ Date\_\_\_\_\_