

Women's Center

RESIDENTIAL COUNSELOR **JOB DESCRIPTION**

The primary roles of the Residential Counselor are to enhance the support and advocacy services provided to adult and child victims of domestic violence who reside at Elizabeth House and to ensure the safety and security of Elizabeth House staff and residents.

Primary Job Responsibilities:

- Provide domestic violence services as needed to the residents of Elizabeth House (adults and children)
- When necessary, assess the need for crisis intervention counseling and/or advocacy
- Complete advocacy tasks as presented by Shelter Advocate and/or as established at case management; examples of these tasks may be accompanying a resident to other social service agencies, court, or looking for apartments
- Perform physical plant maintenance tasks as assigned
- Prepare bedrooms upon residents' departure for new arrivals
- Provide residents with supplies as needed
- Perform perimeter checks ensuring all outside doors are locked when coming on and going off shift
- Follow established policies and protocols for Elizabeth House and 2 West Street
- Responsible for enforcing all guidelines and submitting incident reports when appropriate; this may involve terminating a resident's stay at Elizabeth House when primary safety guidelines have been violated
- Complete intake and orientation process of new incoming residents during evening and overnight shifts
- Identify and resolve communal living disputes; facilitate a Conflict Resolution Group with the residents when necessary
- Follow shelter activities schedule

Additional Responsibilities:

- Attend twice monthly case management meetings, meetings with supervisor and staff meetings as scheduled
- Apprise Shelter Manager of client and staff issues; apprise Director of Facilities & In-kind Donation Program of physical plant concerns, of all donations, and of food and supply needs; contact staff back-up in their absence
- Responsible to read all logs in a timely manner to ensure you are up to date with current information pertaining to the residents
- Responsible for logging entries in the residents' log for each shift worked
- Maintain accurate statistics, which include intakes and logs; enter all data into Alice
- Maintain food and clothing storage areas
- Complete monthly report and all assigned administrative tasks in a timely manner

Other: Perform other duties as assigned

Supervisor: Shelter Manager

Qualifications:

- High School Diploma
- Driver's License
- Successful completion of certification training
- Maintain minimum annual training requirements of 6 hours