

**HAYS-CALDWELL WOMEN'S CENTER
POSITION: SHELTER COUNSELOR II**

GENERAL DESCRIPTION: Provides individual and group counseling services to assist adult survivors of interpersonal violence residing in the shelter in meeting their personal goals. This is a full-time, exempt position.

DUTIES AND RESPONSIBILITIES:

I. DIRECT CLIENT SERVICES

- A. Provide orientation for each adult resident regarding shelter counseling services within 72 hours of admission.
- B. Provide individual counseling and advocacy for adult residents who are victims of interpersonal violence.
- C. Facilitate and/or coordinate group sessions for resident adult victims of interpersonal violence.
- D. Provide crisis intervention and emotional support to residents as needed.
- E. Provide information, resources, and referrals as needed.
- F. Provide and assist shelter residents with HHSC benefits and housing applications.
- G. Work with the Children's Counselor to coordinate adult groups with children's groups.
- H. Support Legal Advocate in providing follow-up services and case management to assist clients in meeting their goals.
- I. Assist victims of family violence calling on the HELPLine. Provide phone coverage in the shelter as needed.
- J. Ensure potential clients are screened and determined to be eligible and appropriate for shelter.
- K. Make appropriate referrals to CPS when required.
- L. Arrange for and provide emergency transportation as needed.
- M. Dispense medications and other essential items to residents as needed.
- N. Provide services three nights per week.

II. COMMUNITY IMPACT

- A. Participate on a Town Team as assigned.
- B. Participate in providing community education and training.
- C. Participate on the Sexual Assault Awareness Month planning committee.

III. PROGRAM SUPPORT SERVICES

- A. Attend and participate in Shelter Team and agency staff meetings as directed by team leader and/or agency leadership.
- B. Document all services provided in a timely manner using approved procedures.
- C. Perform job duties in accordance with approved agency policies and procedures.
- D. Ensure that all persons are treated in a manner consistent with the agency mission.

- E. Provide on-call services for Center including hospital response, crisis intervention, and emergency transportation of clients as necessary to ensure 24-hour availability of quality services (for full-time positions) per agency policies.
- F. Work with community members and agencies to develop resources for clients.
- G. Work with Volunteer Coordinator in developing and implementing training for volunteers including Advocate Training.
- H. Work on coordinated agency efforts to increase the community's understanding of interpersonal violence issues.
- I. Participate in the development and implementation of coordinated strategic plans to meet the agency mission.
- J. Attend trainings approved by team leader to maintain proficiency.
- K. Perform other duties as assigned by team leader and/or agency leadership.

SUPERVISED BY: Shelter Program Director

QUALIFICATIONS: Must be self-motivated, self-confident, results oriented and maintain high moral and ethical standards. Must have an understanding of the dynamics of family violence and other related issues. Must demonstrate proficiency in counseling and advocacy to adult victims of family violence. Must have current licensure recognized by the State of Texas (LPC, LPCI, LMSW, LCSW, LMFT)

Ability to read, write and converse in English. Ability to read, write and converse in Spanish preferred. Ability to remain calm under stress and have the emotional and physical stamina to deal with a variety of stressful situations. Ability to multi-task, respond to telephones, written correspondence, and other auditory and visual stimulation. Must be able to tolerate sitting or standing. Must be capable of using computers, telephones, cell phones, shredders, and facsimile machines. Must possess a current Texas driver's license and have a clean driving record.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties and skills required for the position.

ACKNOWLEDGEMENTS:

Applicant/Incumbent: _____ Date: _____
Approved 4/1/2016