

## **Transitions**

### **Job Description**

<b>Position:</b>	Counselor/Advocate
<b>Supervisor:</b>	Residential Services Coordinator
<b>Level:</b>	Level H – Counselor/Advocate 1
<b>Classification:</b>	Non-exempt
<b>Hours per week:</b>	40 hours per week

#### Job Description:

Under general supervision of the Residential Services Coordinator, the Counselor/Advocate provides support services to victims and survivors in the safe house, via the hotline, through individual counseling, and support group facilitation to empower individuals and to strengthen families. Position is 2<sup>nd</sup> shift, Monday - Friday. Position requires participation in the on-call schedule and will require some local travel.

Responsibilities require the exercise of independent judgment, technical knowledge of the specific area of assignment, and of overall agency activities.

Key Duties: (Duties are illustrative and not inclusive. Individual assignments may vary.)

- Promote interpersonal interactions and provide ongoing support for safe house guests.
- Admit victims of domestic violence and sexual assault to the safe house following established intake procedures.
- Provide options and resources to victims of domestic violence and sexual assault to encourage economic empowerment.
- Provide assistance to victims of domestic violence and sexual assault with issues surrounding housing, assistance, employment, education, and transportation.
- Explain and enforce agency safe house guidelines and policies.
- Facilitate support/educational groups for safe house guests.
- Provide one-to-one empowerment counseling and group facilitation for victims of domestic violence and sexual assault as assigned.
- Assist Safe House Manager in developing and implementing structured activities and social programs for safe house guests.
- Assist Safe House Manager with shelter upkeep and cleaning.
- Attend meetings and trainings as assigned.
- Complete and maintain required documentation, including intake forms.
- Respond to hotline calls.
- Participate in the on-call rotation.
- Perform other duties as assigned.

#### Qualifications:

##### **Education and Experience:**

- Completion of four years of college-level coursework or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above;
- Demonstrated ability to counsel in crisis situations;

- Excellent communication skills and computer literacy;
- Awareness and interest in the impact of domestic violence, sexual assault, and other relevant issues to Transitions' service population.

**Licenses/Other Requirements:**

- Valid PA driver's license
- Criminal Background History, Child Abuse Clearance, and FBI Clearance

**Knowledge of: (at entry)**

- Exemplary customer service skills, including dealing effectively with the public, donors, volunteer Board of Directors, and other agency representatives both in person and over the telephone;
- Teamwork and developing consensus;
- Proper English usage, spelling, grammar, and punctuation;
- Time management;
- Computer applications related to the work, including Microsoft Office Professional Applications;
- Standard office administrative practices and procedures, including the use of standard office equipment.

**Skills in: (at entry)**

- Overseeing projects or programs;
- Organizing own work, coordinating projects, setting priorities, meeting deadlines, and following up on assignments with a minimum of direction;
- Using initiative and independent judgment within established policy and procedural guidelines;
- Communicating effectively with co-workers, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information.
- After hire, must complete a minimum of 80-hours domestic violence/sexual assault counselor training and all other agency training as assigned.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date