

OVERNIGHT RESIDENTIAL COUNSELOR

Full Time, Hourly

Willow is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

JOB SUMMARY

The Overnight Residential Counselor is a key member of the WILLOW DOMESTIC VIOLENCE CENTER Team and is responsible for providing counseling, advocacy and support to all clients in the 49 bed emergency shelter for survivors of domestic violence while using best practices and a trauma informed approach. The ideal candidate must display a high degree of professionalism and respect while keeping difficult situations in proper perspective. Understanding, influencing and serving others are important attributes in this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

COUNSELING, ADVOCACY AND SUPPORT

- Respond to and document hotline calls according to the agency's procedures.
- Provide crisis and supportive counseling, information, referrals, and safety planning as needed in person or over the telephone.
- Welcome clients to the shelter.
- Supporting cleanliness of shelter (sweep, mop, clean counters, etc....)
- Participate in shift change meetings.
- Oversee packing and cleaning of rooms upon exit.
- Monitor client sign in/sign out sheets to ensure that they are up-to-date at all times.
- Provide assistance to case management as requested.

DOCUMENTATION AND REPORTING

- Document counseling sessions according to the agency's procedures.
- Provide updates and information for Shelter Manager and Supervisor
- Ensure that the communication log is up-to-date at the completion of the shift.

OTHER DUTIES AS ASSIGNED

- Attend and participate in agency trainings and meetings as required.
- Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.

QUALIFICATIONS

- Associates degree in Human Services or a related field, Bachelor's degree preferred with experience in human services, social work, counseling or a related field or an equivalent combination of education and experience is required.
- Must be adaptable and flexible.
- A minimum of one year of experience working with families in crisis and working in an emergency residential setting is required.
- Bi-Lingual (Spanish) a plus.
- Excellent communications skills (verbal and written) are required.
- Ability to deal with a variety of emotions and frustrations in the workplace, communicate with a variety of people, work independently and maintain strict confidences.
- Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.
- Must be attentive, listen to people, perceive the real problems and bring issues to a successful conclusion.
- New York State Driver's License not in jeopardy of being revoked.

WORK SCHEDULE

40 hours per week, **Monday – Thursday 9:30pm – 8:00 am**

COMPENSATION

Starting Salary \$12.11 per hour

HOW TO APPLY

Submit cover letter and resume by mail, email or fax:

◉Mail: P.O. Box 39601, Rochester, NY 14604

◉ Email: HR@willowcenterny.org

◉Fax: 585.232.3501

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, pension plan and 401k.