

Job Description

Position Title	Department	Reports to
Domestic Violence Program Helpline Counselor	DOMESTIC VIOLENCE	Domestic Violence Program Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	12/1/2025

POSITION SUMMARY

The Helpline Counselor Lead, is responsible for answering our 24/7 crisis helpline. During these phone calls, the Helpline Counselor provides crisis intervention and emergency counseling for survivors of domestic violence including safety planning, information and referrals, shelter screening and advocacy.

The Helpline Counselor also accountable for the physical and emotional safety of DV victims and their children residing in the emergency and transitional shelter programs. They oversee the safety of clients in the shelter, creating an empowering supportive living environment.

MAJOR ACCOUNTABILITIES AND RESPONSIBILITIES

1. Provides Shelter coverage Monday to Friday during the day shift however schedule may change based on program needs to include nights, weekends and **holidays**.
2. Performs on-call duties in collaboration with the managers to provide 24-hour support to Helpline staff throughout the year. Works with the manager to ensure the Helpline schedule calendar is current and reflects the changes that occur in coverage.
3. Maintains working knowledge of escape plans, intruder policy, fire and earthquake drills, and security system operations to ensure the physical and emotional safety of shelter residents.
4. Develops and implements processes to ensure service delivery, records, and Helpline reports comply with funding requirements.
5. Manages the Helpline office workflow and monitors critical health, safety, and confidentiality protocols. Works with the manager to trouble-shoot and resolve problems affecting the program operations and funding.
6. Provides social, legal, medical and other advocacy needs as determined to support each assigned client.
7. Provide coverage in children's program, group facilitation with facilitating adult groups when needed, court, and other locations as needed.
8. Performs a variety of routine duties including follow up with residents when house is untidy; maintaining records; computer input of services data, intervention in the kinds of problems that come up in communal living; conflict resolution between residents; suicide prevention; court accompaniment; emergency transportation to hospital, etc.; provides transportation to residents entering and exiting program and to other appointments as time permits.
9. Acquaint new families to shelter including completion of appropriate forms; sets up rooms with linens and toiletries when necessary.

10. Performs special short-term tasks related to overall shelter operations.
11. Maintains a working knowledge of codes, laws and regulations that impact domestic violence programs; maintains a working knowledge of domestic violence issues and programs; maintains relationships with other community agencies and participates in seminars, conference and coalition meetings as assigned.
12. Serves as an advocate for the agency/program's fund development efforts and supports the organizations AA/EOE guidelines.
13. Attend and present at community events as needed.
14. Attend agency events as needed, including weekends.

SECONDARY DUTIES

Performs related duties as required.

SUPERVISORY RESPONSIBILITY

The incumbent in this position has no supervisory responsibility.

ENVIRONMENT

The working environment for this position is an office that is mostly clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will.

PHYSICAL ACTIVITY

In the course of performing this job, the incumbent typically spends time standing, walking, sitting, listening/speaking, driving, carrying, and lifting (up to 15 pounds).

EQUIPMENT OPERATION

The incumbent in this position operates the following equipment:

- Telephone/Cellphone
- Copier
- Vehicle
- Computer
- Other standard office and household equipment

POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience ordinarily considered essential to the satisfactory performance of the job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent is required to have:

- ability to handle crisis situations in a calm manner.
- education and experience substantially equivalent to a degree in social work, psychology, social work, counseling or similar major
- prior experience in a social services agency, preferably one serving victims of violence and their families and/or crisis counseling and crisis intervention
- **Strong effective personal computer skills** including word processing, spreadsheets, Excel, typing and internet
- leadership skills to initiate change in client behavior, to facilitate and maintain effective relationships with women and their children and to serve as a stable, non-judgmental role model for batter women and their children
- knowledge of and sensitivity to issues affecting victims of domestic violence, their families and the community
- **excellent verbal and written communication skills**, including experience in developing and making presentations to groups
- professional appearance and ability to maintain confidentiality in all matters related to the agency/program and positive communications with staff, volunteers and the community
- bilingual skills in **English/Spanish** preferred
- Current California driver's license and a driving record acceptable to the Agency's insurance carrier. Must have MVR report
- ability to support the mission and philosophy of the YWCA which includes acceptance of multicultural diversity
- current 40 Hour Domestic Violence Certificate or ability to participate in mandatory 40 hours of training in domestic violence and other training programs as required including the 1 day Civil Rights Training
- acts as mandated child abuse reporter
- willingness to work a flexible schedule, including evenings and weekends

The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others.

I have been given a copy of this position description. I understand that I may be asked to perform duties not listed on the description and that management may change the description at any time, according to agency needs.

Employee

Date

cc: Employee
Employee's file
Supervisor

Position funded by various grants and may terminate at the end of the contract with said agencies.