

## JOB DESCRIPTION

Position Title	Department	Reports to
Helpline Counselor On-Call	Domestic Violence	DV Project Manager
Employment Status	FLSA Status	Effective Date
<input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	11/19/2024

### POSITION SUMMARY

The position works directly with adults and children in the residential program. The Helpline Counselor is responsible for the care and coordination of client's development and safety action plans. Advocating and supporting the client to break the cycle of violence.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Provides on-site crisis intervention and peer counseling to victims in the residential program.
- Responsible for working various shifts as needed to ensure there is 24-hour coverage in the residential program in the evenings, nights, weekends, and holidays.
- Answers the 24-hour Helpline and provides assistance and resources to callers.
- Understands emergency protocols and drills as it relates to fire, intruder, and earthquake.
- Performs client needs assessments and creates action plans to address safety, social, medical and emotional needs as determined to support their well-being.
- Assist with children's care and needs.
- Performs a variety of routine duties including chore check, aiding in the administering of Covid testing as needed or identifying possible communicable diseases (lice, scabies) to get care, conflict problem solving, court accompaniment, client transportation, and other related duties to the overall care of the clients.
- On-boards new clients with a tour, linens, toiletries and other care essentials. Completing safety protocols with new client to ensure health and safety is maintained in the confidential communal facility. Assists with the cleaning bedrooms, washing linens and maintaining healthy work spaces.
- Performs short term tasks related to the overall residential operations.
- Maintains a working knowledge of codes, laws and issues that impact domestic violence clients and programming.
- Develops positive working relationships with the community and other services providers to support the agency efforts and mission.
- Attends meetings, events, and trainings as assigned.

### MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- High school diploma or equivalent

- The ability to type accurately; proficient in use office equipment; intermediate computer skills including experience with Microsoft Office products, including but not limited to Word, Excel, and Outlook; ability to learn and use the PC hardware and software.
- Proficient in English grammar and spelling with excellent oral and written communications.
- Willingness to attend training seminars and meetings outside normal working hours.
- Must have a proactive and positive attitude toward clients, colleagues, board members, and community partners.
- Completes all required trainings; 40 Hour Domestic Violence Certificate, Child Abuse Reporting, Sexual Harassment, etc.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

#### **NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

#### **Received and accepted by:**

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

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.