

## JOB DESCRIPTION

Position Title	Department	Reports to
Domestic Violence Helpline Counselor	Domestic Violence	Domestic Violence Manager
Employment Status	FLSA Status	Effective Date
Part-Time; Weekends	Non-Exempt	12/15/2025

### POSITION SUMMARY

- Responsible for answering our 24/7 domestic violence crisis helpline. During these phone calls, the Helpline Counselor will provide crisis intervention and emergency counseling for survivors of domestic violence including safety planning, information and referrals, shelter screening and advocacy.
- The Helpline Counselor is accountable for the physical and emotional safety of domestic violence survivors and their children residing in the emergency and transitional shelter program. The counselor oversees the facility and clients in the shelter, creating a supportive living environment throughout the night and early morning hours.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Provide crisis intervention to Helpline callers and peer counseling to participants in shelter.
- Provide shelter coverage on-site and fully awake to assist clients and answer calls.
- Performs special projects and duties to meet compliance requirements for future audits. Compiles reports, maintains records, and manages the workflow of the Helpline office.
- Maintain 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.
- Provide social, legal, medical and other advocacy needs as determined to support each assigned client.
- Act as mandated child abuse reporter
- Perform 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.

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- Orients new families to shelter including completion of appropriate forms; sets up rooms with linens and toiletries when necessary.
- 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.
- Serves as an advocate for the agency/program's fund development efforts and supports the organizations AA/EOE guidelines.
- Treat clients, family members, service providers, and co-workers with respect and dignity and support the mission and philosophy of the YWCA which includes acceptance of multicultural diversity.
- Perform other duties as assigned and works other shifts as needed. to ensure the shelter is covered.

#### **SUPERVISORY RESPONSIBILITIES**

- Does not supervise.

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

- High school diploma or the equivalent.
- Current California driver's license and a driving record acceptable to the Agency's insurance carrier.
- Preferred: Bilingual skills in English and Mandarin, Vietnamese, Spanish and/or Tagalog.
- 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
- 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 survivors and their children
- knowledge of and sensitivity to issues affecting victims of domestic violence, their families and the community

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- 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
- Ability to work effectively with volunteers, small groups, advisory boards, and the community.
- Excellent verbal and written communication skills
- The ability to type 40 WPM accurately; proficient in use of 10-key and other 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.

## **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.

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eliminating racism  
empowering women  
**ywca**  
San Gabriel Valley

Reviewed with employee by

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

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

Received and accepted by

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

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

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