



RESIDENTIAL COUNSELOR JOB DESCRIPTION

The Women's Center is currently seeking Part-time Residential Counselors to provide support and advocacy services to women and children who reside at Elizabeth House, our domestic violence shelter, and to ensure the safety and security of Elizabeth House staff and residents.

Available shifts are weekends: Saturday, 8:00 a.m. – 4:00 p.m.
Sunday, 4:00 p.m. – 12:00 midnight

Primary Job Responsibilities:

- Provide domestic violence services as needed to the residents of Elizabeth House (adults and children)
- When necessary, assess the need for crisis intervention counseling and/or advocacy
- Responsible for answering both Domestic Violence and Sexual Assault Hotlines/ LAP calls
- Complete advocacy tasks as presented by Residential Manager and/or Family Advocate and/or as established at case management; examples of these tasks may be accompanying a resident to other social service agencies, transportation for planned activities, court, or looking for apartments
- Perform physical plant maintenance tasks as assigned
- Prepare bedrooms upon residents' departure for new arrivals
- Provide residents with supplies as needed
- Perform perimeter checks ensuring all outside doors are locked when coming on and going off shift
- Follow established policies and protocols for Elizabeth House and 2 West Street
- Responsible for enforcing all guidelines and submitting incident reports when appropriate; this may involve terminating a resident's stay at Elizabeth House when primary safety guidelines have been violated
- Complete intake and orientation process of new incoming residents during shifts
- Identify and resolve communal living disputes; facilitate a Conflict Resolution Group with the residents when necessary
- Follow facility activities schedule
- Assist with donations pick-up and distribution when necessary

Additional Responsibilities:

- Attend monthly case management meetings, meetings with supervisor and staff meetings as scheduled
- Apprise Manager of Residential Services of client and staff issues, physical plant concerns, donations, and food and supply needs; contact staff back-up in their absence
- Responsible to read all logs/emails in a timely manner to ensure you are up to date with current information pertaining to the residents
- Maintain accurate statistics, which include intakes and logs; enter all data into appropriate database
- Maintain food and clothing storage areas
- Complete monthly report and all assigned administrative tasks in a timely manner
- Perform other duties as assigned

Supervisor: Manager of Residential Services

Qualifications:

- Minimum Associates degree with concentration in Counseling, Mental Health or Human Services, and/or minimum two years applicable experience
- Valid driver's license
- Successful completion of Women's Center certification training
- Maintain minimum annual training requirement of 8 hours
- Must have basic computer skills
- Must be enthusiastic, compassionate, client-centered and able to work collaboratively
- Must be able to lift 50lbs
- Must have both a functional vehicle and cell phone
- Bilingual preferred

Salary: \$15.50 per hour

Send resume with cover letter and references to the Director of Administration & Human Resources at womenscenter@wcogd.org, fax (203) 731-5207 or 2 West Street, Danbury, CT 06810.

Revised 9/17