Crisis Center North Job Description

Title:
Mobile Adult Counselor

Reports To:
Assistant Director and Mobile Coordinator

Status:
Exempt

General Summary:
• To function within the framework of the philosophy, mission and policies of CCN
• To facilitate and increase the level of knowledge regarding the cycle of domestic violence
• To utilize and promote trauma informed approaches to counseling
• To increase self-confidence of victims
• To expose clients to alternatives to living in violence

Knowledge, Skills and Abilities:
The incumbent must have a firm knowledge about the nature of domestic violence and its impact upon society, along with an ability to work with diverse populations. They will participate in creating structure and programming for client services, provide crisis intervention and trauma informed services, exercise sound judgment with matters of confidentiality, and interact professionally and assertively with others. They must also have an ability to communicate the principles of victim advocacy, a commitment to the empowerment philosophy of the domestic violence movement; and, complete the mandated PCADV state approved domestic violence training.

Essential Functions:
1. Provides victims of domestic violence with opportunities to identify and discover methods for overcoming their victimization.
   Key Tasks:
   a. Schedule and provide supportive and crisis counseling sessions to individuals at area partnering locations.
   b. Work with clients in completing intake assessment information, safety planning, and assessment of case management needs.
   c. Assist victims in developing and documenting a plan for service including short and long-term goals to meet individual needs.
   d. Provide referral for victims to Crisis Center North’s economic empowerment advocate for victim compensation assistance and in developing long-range strategies for lifestyle changes including relocation and housing plans, educational/scholarship, or economic empowerment opportunities.
   e. Maintain contact with participants and follow-up on a regular and/or as needed basis.

2. Provides opportunities for victims to gain self-confidence and develop supportive networks for decision-making.
   Key Tasks:
   a. Provide appropriate support groups for victims, survivors, and significant others.
   b. Act as a mentor in assisting clients in developing effective problem solving strategies

3. Assess clients’ needs and link clients to appropriate services and community agencies.
   Key Tasks:
   a. Interact with community groups to provide services and resources to clients
   b. Maintain one-to-one contact with service providers to ensure comprehensive and quality referral information.
   c. Serve as a mediator between clients and service providers and assist clients (via advocacy) in utilizing community resources.

4. Tracks and documents service provisions.
   Key Tasks:
   a. Maintain confidential, up to date, clear and accurate client files.
b. Develop effective strategies for client information gathering, maintenance and periodic review of files (at least every 6 months).

c. Explain Counseling Agreement to clients, ensuring signature and confidential filing.

d. Compile all required divisional data for the timely submission of data for new and existing (interim and final reports) funding streams on a monthly or weekly basis.

e. Compile project expenses and complete reimbursement forms and time sheets and provide to fiscal division on a scheduled basis of every other week.

f. Meet with supervisor and mobile coordinator on a regularly scheduled basis to develop and implement objectives/goals

5. Collaborates with other staff and volunteers in providing outreach services and training to the team and community.

Key Tasks:

a. Participate in training new volunteers

b. Participate in in-service training to keep staff and volunteers abreast of changes in laws, procedures, etc.

6. Participate as a team member.

Key Tasks:

a. Attend all required team meetings, training sessions and provide reports to fellow staff regarding program areas as necessary

b. Participate in any agency strategic planning processes as required

c. Offer support and assistance to peer staff members

d. Adhere to CCN Confidentiality Policy

e. Maintain a professional manner at all times

f. Comply with all regulations governing licensure in area of responsibility

g. Must be a member of the advocacy on-call team

h. Assume other duties as required

i. Must have access to reliable transportation and drivers license

Education and Experience:

Masters degree with an emphasis on counseling or social work required. One year of work experience preferred, and a Certificate of Licensure for the Commonwealth of Pennsylvania (LSW or LPC) is optimal or individual may be in the process of obtaining licensure. Experience in medical based care provision is preferred. Experience serving specific populations including but not limited to individuals with a disability, LGBTQIA community members, individuals with a history of drug and/or alcohol abuse, and individuals experiencing chronic housing insecurity.

Clearance Requirements:

a. Criminal Record Check

b. PA Child Abuse History Clearance

c. FBI Clearance

Hours:

40 hours a week or as required

Employee ____________________________________ Supervisor ___________________________________ Date __________________________

My signature indicates that I have reviewed this job description. I understand that this is not a contract for employment with Crisis Center North.

Revised: 5/2016 sjd