

# Relief Counselor/Advocate

Work Week: **Evenings/Weekends/Holidays**

FLSA Status: Nonexempt PCCD/VOCA

Supervisor: Chief Operating Officer

Job Summary: Provides counseling, intervention and referrals to victims of abuse and their dependent children. Provides emergency shelter/bridge housing coverage and building security and maintenance.

## **Responsibilities:**

- Maintain strict confidentiality of all program participants' identification and information. May disclose confidential information only with valid, informed consent from a participant or party legally authorized to consent on behalf of participant.
- Provide shelter coverage and security for program participants. Monitor building by walking through entire building a minimum of 4 times during an 8 hour shift. Document walk-through on standardized form.
- Provide victims with crisis counseling, follow-up counseling, group treatment/ support groups, shelter/safe house, information and referral, emergency financial assistance, assistance in filing compensation claims, special services and telephone contact/information and referral.
  1. Provides crisis counseling which includes in-person crisis intervention, emotional support, guidance, and counseling. Such counseling may occur: at the scene of a crime; immediately after a crime; at the first contact between a counselor and participant in an emergency room, at a police station, at a district attorney's office; or during in-person contact for the duration of the crisis experience.
  2. Provides follow-up counseling which includes in-person and telephone individual emotional support, empathetic listening, and guidance for other than crisis reaction after the victimization that is designed to meet the needs of crime victims.
  3. Provides group treatment/support groups which include the coordination and provision of supportive group activities. This category includes self-help, peer, social support, drop-in groups, and community crisis intervention in a group setting designed specifically for crime victims.
  4. Provides shelter/safe house which includes offering specialized short-term and long – term housing. (Emergency Shelter & Bridge Transitional) and related victimization support services for victims and members of their families (significant others) following a victimization.
  5. Provides information and referrals which includes in-person contact with victims to identify services offered and support available by sub-grant projects and other community agencies.
  6. Provides emergency financial assistance which includes payment for taxis, food, emergency shelter, clothing, and emergency safety measures.
  7. Provides assistance in filing compensation claims which includes identifying and notifying crime victims of the availability of compensation, referring victims for further assistance to another local program (Crime Victims Center), providing assistance with application forms and procedures, obtaining necessary documentation, checking on claim status, and advocacy.
  8. Provides special services which include assistance with addressing the immediate practical problems created by the victimization. This also includes acting on behalf of the victim with other service providers, securing childcare for counseling or other appointments that pertain to the victimization and securing transportation that assist the victim with attending appointments relevant to the victimization.
  9. Provides telephone contact / Information and referrals to victims.

10. Provides follow-up with law enforcement regarding the Lethality Assessment Program (LAP) and documents action.

**Other Duties:**

- Assist with the development of residential service plans and monitoring actions to achieve goals within reasonable time frames.
- Monitors and tracks residential compliance of all agency's policies and procedures while on duty and record any violations in appropriate files.
- Responsible for tracking the availability of beds.
- Responsible for data entry of program participant files. Data activity will be tracked.
- Responsible for cleaning and or assisting residents with cleaning. Cleaning activity must be documented.
- Works with resident in cleaning their rooms weekly and prior to leaving and is responsible for assisting with cleaning of rooms once a family leaves.
- Works with residents to complete other household task. Show participant "how to" complete a task when there is confusion.
- Performs other cleaning assignments during the shift including, but not limited to: staff bathroom, main foyer sweep and wash floor, vacuuming main office and conference room, dusting, laundry, etc. Document completion on standardized form.
- Able to lift approximately 40 pounds – donations and supplies. Organizes donations and supplies (discard unusable donations, organize supplies)
- Performs assigned office tasks as needed including, but not limited to, preparing monthly shelter statistics, filing client files and statistical reports.
- Fill-in food inventory on standard form.
- Assure evacuation signs are posted in proper locations throughout the facility.
- Hold fire drills monthly and document on standard form.
- Check food cupboard and refrigerator temperature daily and record on standard form.
- Document repairs and equipment needed on standard form.
- Performs other job related activities as assigned by supervisor and/or CEO.

**REQUIRED TRAINING**

- Complete PCADV'S required 45-hour counselor/advocate training
- Required to attend a minimum of 15 hours of training annually

**TEAM WORK**

- Fill in the VOCA activity information daily in the data base system; prepare a monthly progress and challenge report for supervisor.
- Attends staff meetings and in-service trainings.
- Participates in all agency-wide events: 45 hour advocate training; October awareness; volunteer recognition; various celebrations; fairs, etc.
- Assist with accomplishing agency-wide annual goals and objectives.
- Assist with keeping the facility clean and neat.
- Able to establish working relationships with staff, volunteers, and a variety of internal and external colleagues.
- Any and all duties assigned by COO and/or CEO.

**Physical Requirements:**

Much of the work performed is sedentary in nature yet may require exertion with minimal force and/or be able lift or move light objects associated with the job responsibilities (lift donations, discard unusable donations, organize supplies)

**Skills and Qualifications**

- Able to work under pressure and adhere to deadlines.
- Strong commitment to the mission and goals of DVCCC, professional work goals and personal development.
- Thorough knowledge and understanding of issues confronted by victims of abuse.
- Able to work with a diverse population of victims of abuse and their children. Able to work with a diverse population and assist them with addressing life's challenges.
- Knowledge of civil, criminal and family court systems, and community agency support services available to victims of domestic violence.
- Able to work independently on projects and assignments with little or no supervision.

**Other Requirements**

- Computer proficiency in Microsoft Office Products.
- Must have a current driver's license to use agency's car/van. Must be willing to travel by car to meetings and trainings.
- Must be willing to work flexible hours to meet program needs and grantor accountability requirements.
- Adhere to all agency policies and procedures( attendance, work hours, paperwork, etc)
- Childcare, criminal and FBI clearances as required by the state and DVCCC.

**Environment and Conditions**

The incumbent's typical place of work is an office environment and thus will not be substantially exposed to adverse environmental conditions.

**Disclaimer**

The information provided in this description has been designed to indicate the general nature and level of work performed by employees within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

**Minimum Training and Experience**

- Bachelor's degree in Social Services or related field
- Three years related experience
- Equivalent combination of education and experience.

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