

## Job Description

**Title:** On-Call/Relief -Resource Counselor – Various Locations  
Varies

**Hourly wage:** \$18.00

**Reports to:** Program Director

**Unit:** Residential – Shelter and Housing Programs

**Regular Full Time:**

**Grade:** n/a

**Non-Exempt**

**Start Date:** TBD

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### Principal Responsibility:

Under the direction of the *Program Director*, the Relief Counselor works with homeless adults who are experiencing the trauma of homelessness and poverty. The Relief Counselor provides a balance of encouragement and support while holding individuals accountable to program agreements and personal goals.

**This is an on-call, relief position.** Most of our sights are 24/7 so there are multiple shifts including, day, swing and overnight.

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### Major Duties:

- Work with homeless individuals, on a one to one basis and in a group setting
- Address all the issues that come with being homeless: recovery/addiction/relapse, mental illness issues, under-employment, and various other obstacles
- Work in a crisis situation as they arise
- Conflict Resolution
- Provide supportive counseling, guidance, supervision, & referrals to community resources
- Familiar with computers and data entry
- Help residents manage hygiene, psychiatric, drug and alcohol, medical and medication issues
- Interact as part of a team with other Homeward Bound staff and to communicate pertinent shift information both verbally and in writing
- Document daily/monthly charting on residents
- To provide emergency services as needed, as well as ongoing case management which may include interacting with police, psychiatric services, and other community agencies and staff
- Report program, resident, and site needs to appropriate people
- Supervise resident daily chores

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### Relationships:

- Establishes and maintains open and collaborative relationships with colleagues.
  - Greets, communicates, and treats all program participants with respect, dignity, and an attitude of service.
  - Maintains confidentiality related to all program participants.
  - Communicates clearly and consistently with supervisor.
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**Minimum Qualifications/Requirements:****Education or Training Equivalent To:**

- High School Diploma or G.E.D. required.
- Experience in the Human Services or related field preferred

**Minimum Years of Additional Related Experience:**

- 1-2 years' experience working with under-resourced, low-income populations; experience working with individuals experiencing homelessness, desired
- Experience in residential programs and/or housing programs
- Knowledge of life skills and money management
- Knowledge of substance abuse and mental health issues

**Physical Requirements:**

- Ability to sit, and use a computer mouse, keyboard, and monitor, for moderate periods of time (1 – 3 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion
- Ability to lift and/or move objects weighing up to 40 pounds

**Special Qualifications & Qualities (skills, abilities, licenses):**

- Work well with a team & on your own
- Don't take yourself too seriously
- Humor is a must
- Able to keep strong boundaries and set limits
- Not afraid to ask questions and receive constructive suggestions
- Want to work in an atmosphere that is supportive, helps you grow, and one where you are constantly challenged and learning
- Able to multi-task and think quickly on your feet
- Experience working with mental health issues and recovery/addiction is a MUST
- Experience in this field, or related experience that is transferable is a MUST
- We work hard, but know how important it is to have down time and take care of ourselves
- Compassionate, flexibility and sense of humor
- Desire to work with homeless adults with mental disabilities
- Be professional, leave outside issue outside, and be present
- Able to work well with diversity

**SALARY AND BENEFITS:**

\$18.00 per hour. We offer a competitive benefits package which includes 100% employer paid medical and dental insurance, 2 weeks' vacation, and the ability to contribute to a 403b retirement plan.

**To Apply:**

If you believe this position is right for you, please email your resume and cover letter to apply to the link below:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=HBOMARIN&cclid=19000101\\_000001&type=MP&lang=en\\_US](https://workforcenow.adp.com/jobs/apply/posting.html?client=HBOMARIN&cclid=19000101_000001&type=MP&lang=en_US)

**EQUAL OPPORTUNITY**

At Homeward Bound we are committed to embracing diversity. All decisions regarding recruitment, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, gender, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age disability, veteran status, political ideology, or any legally protected class. It has always been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of harassment and discrimination. We encourage applicants of diverse backgrounds to apply for any open position for which they feel qualified.

**BACKGROUND CHECK(S)**

Homeward Bound is committed to providing safe and productive working, learning, and living environments for our staff and clients. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search, and motor vehicle history.