

## Job Description

**Title:** Relief Resource Counselor

**Hourly Hiring Range:** \$18.50 (night shift - \$19.50)

**Reports to:** Program Director

**Unit:** Residential - Shelter Programs

**Regular Full-Time:**

**Grade:** n/a

**Non-Exempt**

**Start Date:** As needed

### Principal Responsibility:

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

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### Major Duties:

- Work with homeless individuals on a one to one basis and in group settings
- Address barriers to housing stability: recovery/addiction/relapse, mental illness, under-employment, and various other obstacles
- Manage conflicts and crisis situations as they arise
- Provide supportive counseling, guidance, supervision, & referrals to community resources
- Help residents manage personal health & hygiene, well-being, interpersonal relationships, mental health and substance use issues
- Interact as part of a team with other Homeward Bound staff and to communicate pertinent shift information both verbally and in writing
- Maintain records and collect information as required by the program
- Attend and participate in staff meetings, supervision, and training
- Provide emergency services as needed, as well as ongoing case management which may include interacting with law enforcement, psychiatric services, and other community agencies and staff
- Report program, resident, and facility needs to appropriate persons
- Collect and log all program fees accurately
- Assign and supervise completion of daily chores by residents
- Perform other relevant duties as assigned

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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 required; further education, certification, or comparable professional experience in social work, psychology, or a related or relevant field (Preferred)

#### Minimum Years of Additional Related Experience:

- 2-3 years' experience working with under-resourced, low-income populations; experience working with individuals experiencing homelessness, desired
- Knowledge of mental health, substance abuse, and recovery/addiction 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):**

- Enthusiasm for working with individuals experiencing homelessness
- Ability to empower and motivate people to make positive changes
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience
- Experience with Windows and Microsoft Office Suite software
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment

**EQUAL OPPORTUNITY**

It always has 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. All decisions regarding recruiting, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, ethnicity, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age, disability, work-related injury claim, veteran status, or political ideology, or any perception thereof.

**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.