

## SHELTER COUNSELOR (Intake & Assessment Center)

Reports to: Executive Director and RHY Program Coordinator

### Requirements:

Master's Degree in social work or related counseling field with experience; and eligible for licensure; Two to five years' experience providing therapy for children/youth/adults; Valid driver's license

* ADA Responsibilities: Extensive use of computer screen-time; Sitting for long periods of time; Minimal lifting of 20-30 lbs; Climbing stairs/ladder for storage and activities; Driving agency vehicles locally and statewide

### Responsibilities:

* 1. Program Administration – Provide therapeutic services for Intake and Assessment Center (IAC) and Basic Center Program (BCP) to ensure compliance with licensure guidelines and federal grant objectives; Research and coordinate efforts relating to evidence-based services for clients; assist with semi-annual federal grant programmatic and data quality reports.
	2. Client Counseling- Provide individual, group, and family therapy for (ICA) client and BCP families; Utilize evidence-based practices and Positive Youth Development model in all counseling sessions; Complete appropriate documentation of sessions; Correspond with placing agency representative and/or family as necessary.
	3. Client Intake -Assists with reviewing intake information, soliciting information to determine eligibility, and arrange placements for emergency shelter, overnight respite and BCP services.
	4. Client Assessments- Engage with direct-care staff to assess behaviors, needs, and referrals for shelter clients; Select and administer appropriate clinical assessments that would aid in referrals for long-term placements and/or additional services; Make appropriate referrals for services; participates with weekly Shelter staffing/case presentation.
	5. Family Team Meetings - Complete psychosocial assessments and treatment plans for each shelter client; Coordinate designated meeting within time frame (72hrs,28 days,45 days) with child, placing agency, and family; Monitor/update treatment plan as services/needs are determined; Provide documentation to CPS of Family Team Meeting Services; Develop discharge planning process with child and CPS worker.
	6. BCP Case Management -Act as liaison for educational support; Assess/schedule medical/dental/vision screenings and appointments; Provide community referrals for additional services based on identified needs; Participate with weekly RHY staffing; Conduct follow-up and after-care services for each BCP client
	7. Record Maintenance - Prepare and maintain records, reports, and forms; Maintain client files regarding therapy; BCP client files, grant reporting and evaluation of services; Complete data entry of services within HMIS computer data systems for BCP residential and non-residential clients; Complete data entry for Safe Place Services; Perform other administrative tasks required.
	8. Outreach- Complete data entry for Safe Place Services with assistance of interns when available. Assists with quarterly newsletter and social media program highlights; Assist with recruiting, managing, and training local Safe Place sites (32); Assist with BCP and Safe Place monthly youth outreach and awareness campaigns (March/November).
	9. Agency Relations - Must maintain and promote good agency relations; Work directly with volunteers; Provide professional guidance and involvement with student interns as required
	10. Office Support-Assist with other Sally Kate Winters Family Services activities as needed
	11. On-Call Support -Assist with on-call rotation schedule for the emergency shelter (IAC), overnight respite, and BCP services. Ensure positive shelter environment and teamwork support.

**Competencies:**

Job Function:

*Self-sufficiency/Self-motivation:* Ability to work independently for extended periods of time with minimal supervision. Take initiative, be proactive, and take ownership of personal success

*Analytical Skills:* Ability to reason with, analyze, and draw conclusions from facts and data

*Computer Literacy:* Has basic computer skills for application to Database Software, Internet Software, Spreadsheet Software, and Word Processing Software

*Attention to Detail:* Spots errors and omissions in letters, reports, statistical reporting, etc., works diligently to produce accurate work

*Professional Appearance:* Maintains a professional appearance, is neat, well-groomed, dressed appropriately according to situation

*Project Management:* Develops project plans; Coordinates projects; Communicates changes and progress;

Completes projects on time and within budget

Relationships:

*Sociability:* Has a desire to interact with other people; Fosters quality focus in others; relates with others *Team Work:* Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit

*Managing People:* Includes staff in planning, decision-making, facilitating and process improvement; Makes self-available to others; Develops subordinates' skills and encourages growth

*Networking:* Develops contacts with people who are a source of information and support, and maintains contacts through periodic visits, telephone calls, correspondence, and attendance at meetings/social events Communications:

*Communicates Effectively:* Conveys information and ideas both orally and in writing; listens and responds appropriately to others

*Assertiveness:* Takes command of face-to-face situations while displaying appropriate tact and diplomacy *Interpersonal Skills:* Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Maintains confidentiality

*Customer Service:* Manages difficult/emotional client situations; Responds promptly to service/assistance

Organization:

*Planning and Organizing:* Prioritizes and plans work activities while maintaining focus and staying on track; Uses time efficiently; Understands what is necessary to get things done; Uses resources optimally; Balances workload when involved with multiple projects and establishes appropriate deadlines

*Safety and Security* Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly

Creative/Resourcefulness:

*High Energy Level:* Has a strong work ethic; Able to maintain fast pace while staying focused in stressful situations and managing multiple projects

*Initiative:* Volunteers readily; Undertakes self-development activities; proactively initiates changes or takes action to improve efficiency; Addresses existing and potential problems; Finds new opportunities *Motivation:* Has a desire to achieve and surpass goals; Shows persistence in the face of obstacles; Measures self against standard of excellence

*Problem Solving:* Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations

*Judgment·* Displays willingness to make decisions in a timely manner; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes others in decision-making process *Dependability:* Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals

*Strategic Thinking:* Identifies the implications of social, economic, political, and global trends; Takes a long-term perspective on problems/opportunities; proposes innovative strategies improving organization

**2025 - Updated**