



JOB DESCRIPTION

GREENHOUSE COUNSELOR/ADVOCATE

FUNCTION: To provide comprehensive direct services to adults and children served by CAWC's Greenhouse Shelter, including shift coverage, crisis intervention, ongoing counseling and advocacy, administration of shelter policies, facilitation of cooperative living among residents, and coordination of group recreational and educational activities.

FT/PT: Full-time

CLASSIFICATION: Exempt

REPORTS TO: Assistant Program Director, Shelter Services

Responsibilities:

1. Provide counseling, advocacy, information, referral and emotional support to crisis line callers, walk-in clients, and Greenhouse Shelter residents.
2. Act as primary Counselor/Advocate to designated resident families. Responsibilities include: orientation to the shelter; development of service plans; providing and planning direct services; and networking with other direct service providers to meet client needs.
3. Share shift coverage responsibilities as scheduled. Includes answering business and crisis line calls, telephone, and face-to-face shelter intakes, responding to resident requests, providing direct services to residents and walk-in clients, administering house policies, responding to emergencies, assisting and working collaboratively with volunteers on-shift, and facilitating resident meetings as scheduled or needed.
4. Complete client and program-related records to document eligibility and service provision for a variety of data needs and funder requirements; oversee assigned client records to ensure completeness; and complete program reports as required.
5. Coordinate with other Counselor/Advocates to ensure continuity and quality of client service.
6. Participate in volunteer/staff trainings, as well as outreach and education upon request.
7. Other responsibilities as assigned.

Qualifications:

1. Bachelor's degree in social services (or related field) or minimum two years' experience working with survivors and/or children, preferably in a domestic violence shelter or walk-in program.
2. Dedication to empowerment of women and children, as well as a commitment to and



JOB DESCRIPTION

GREENHOUSE COUNSELOR/ADVOCATE

- understanding of anti-oppression and social justice work.
3. Capacity to work effectively with others of diverse ages, languages, races, ethnicities, sexual orientation, religious beliefs, mental/physical abilities, and socioeconomic status.
 4. Strong assessment and counseling skills, with a focus on trauma-informed service provision.
 5. Excellent interpersonal and communication skills (written and verbal).
 6. Demonstrated ability to work independently and cooperatively.
 7. Proficiency in MS Office applications including Word, Excel, PowerPoint, and Outlook.
 8. Availability to work a flexible schedule that may include evenings, nights, weekends, and holidays.
 9. Highly preferred: Bilingual/bicultural; familiarity with community resources; crisis intervention experience; completion of 40-Hour Domestic Violence Training at an ICDVP-approved site.