

Job Title:	Domestic Violence Counselor - Housing		
Department/Group:	Programs & Services	Reports to:	Housing Services Coordinator
Work Location:	Community Services Center/ Confidential Shelter	Classification:	Non-Exempt, Essential

RESPOND Overview

RESPOND partners with individuals, families and communities to end the serious public health issue of domestic violence. RESPOND strives to achieve its mission through prevention, intervention and education services that promote safe, healthy relationships.

A pioneer in the movement to end domestic violence, RESPOND is New England's first domestic violence agency and the second oldest in the nation. Its work began in the early 1970s, when four women from Somerville, Massachusetts started a grassroots effort to support victims of domestic violence by opening their own homes as safe havens for women fleeing abuse. In 1974, these "founding mothers" formed RESPOND, an organization that has provided life-saving shelter, support services, training and education programs to hundreds of thousands of members of the community since then.

Position Overview

Working with domestic violence survivors in all of RESPOND, Inc.'s programs, the Domestic Violence Counselor provides crisis intervention and individual counseling, assists in the planning and coordination of services, and works collaboratively with other counselors and agencies to provide a continuum of care. The Domestic Violence Counselor protects and affirms the rights and confidentiality of individuals while helping them achieve safety and independence and being responsive to their needs.

Primary Responsibilities:

General:

- Works with domestic violence survivors in one-on-one meetings to provide crisis intervention and work towards safety and stability for clients.
- Promotes the development of a positive and supportive community by supporting individuals, interacting with children, and creating opportunities for group activities.
- Develops curricula and facilitates groups such as: applying for housing, tenancy skills, financial literacy and credit repair.
- Conducts intakes and assessments and coordinates entry into the RESPOND programs and/or shelter.
- Answers RESPOND's support line and provides emotional support, referrals and resources.
- Works collaboratively with the other counselors, volunteers, and interns to contribute positively to the team and support clients fully.
- Effectively communicates issues (orally and through appropriate documentation) with the Coordinator and other staff (including assigned Admin-On-Duty and back-up) to ensure the delivery of quality services to individuals and families.
- Attends appropriate professional development opportunities.
- Develops relationship with local schools, after-school programs, DTA, healthcare providers, education resources,

job training programs, housing resources, parenting groups and other entities in RESPOND's service area as well as statewide resources that support individuals and their children who have survived domestic violence.

- Accompanies clients to view apartments and other housing related appointments when appropriate.
- Assist program participants to obtain resources and services needed to address barriers to housing such as: CORI mitigation, credit repair and assistance with financial applications.
- Assist client with transition to living independently and support after service needs.
- Maintains confidentiality by keeping identity, personal information, and location of clients private and not sharing with any third parties. This includes the identity and location of the shelter and scattered site apartments.

Customer Service:

- Assists families with parenting skills, models appropriate boundaries and limit-setting, assists with academic and childcare enrollment and literacy.
- Intervenes during crisis to secure physical and emotional safety for the children.
- Monitors the client spaces in to ensure safe family environment and play opportunities for children.
- Provides structure for and engages children when families need assistance.
- Greets and proactively assists all who enter the facility or event location.

Program Development:

- Participates with staff in ongoing development and refinement of program effectiveness, including but not limited to: providing assessment of program tools; designing new services or programs for individuals and children; networking with various service provider agencies; and writing and translating signs, agreements, documents or other publications as needed.
- Develop knowledge and familiarity with local organizations and resources that can support clients. This may include creation of collaborations or participation in working groups to strengthen the agency's services and partnerships.
- Identify needs and work with team to enhance program services and protocols.
- After professional development opportunities, present to staff with a summary of learned information and any relevant documents or resources.

Physical Facility:

- Oversees the security and safety of the facility during shifts.
- Responds to facility emergencies with the assistance of back-up.
- Facilitates the daily cleaning of the primary location and other RESPOND sites as needed, including the sanitation of work spaces.
- Maintains clean and professional space before clients arrive and resets after to same state
- Completes maintenance, minor repairs, and upkeep assignments as directed.
- Works with team to create and maintain information sharing and beautification spaces in the facilities.

Direct Service Support:

- Enters all appropriate case notes and data into collection systems in a timely manner.
- Manage a large caseload and update team on client needs and progress.
- Provide data and stories for marketing and development needs.
- Provides and submits accurate reports and time cards in a timely manner.
- Attends staff meetings, supervision, and trainings as required.
- Abides by all agency policies.

Other:

- All other duties as assigned.

Qualifications, Experience & Skills

QUALIFICATIONS and EXPERIENCE:

- Bachelor Degree or High School Diploma/HISET with 4 years' equivalent work experience strongly preferred.
- At least one year of case management experience working with individuals and families.
- Must have or be willing to obtain the 25-hr Domestic Violence Training Certification.
- Driver's License and access to reliable transportation for off site work.

SPECIAL SKILLS REQUIRED:

- Basic computer skills for communication and data entry.
- Strong written and oral communication required. Second language(s) strongly desired/preferred.
- Ability to perform multiple tasks at one time. Excellent time management and organizational skills.
- Understanding of case management concepts and best practices.
- Proven ability to help individuals overcome barriers to achieve self-defined goals.
- Knowledge of and experience networking with service agencies and resources for individuals and families that have experienced trauma.
- Ability to work independently as well as contribute to a team work environment.
- Practice cultural sensitivity and ability to relate to persons of diverse backgrounds, such as the LGBTQ/T community and individuals with histories of substance abuse and/or mental health and different ethnic backgrounds.
- Demonstrated sensitivity to the needs of those who have experienced or witnessed violence.
- Experience with crisis intervention, de-escalation and other high-stress situations.
- Ability to climb multiple sets of stairs.
- Ability to complete light maintenance such as light snow removal and yard work.
- Lifting 20 pounds.
- Willingness to work to promote the goals of the agency.

Housing Knowledge and Skills:

- Knowledgeable of RAFT, Homebase, and other financial assistance programs that support with move in cost.
- Knowledgeable of Housing Stabilization Services and Eviction Prevention Services.
- Ability to provide Housing Case Management, create housing service plans, and Stabilization services.
- Ability to network with Landlords, Housing Authorities, and Community.

Working Conditions

RESPOND provides essential services 24 hours a day, 365 days a year. This position is typically Monday-Friday 11am-7pm but requires flexibility; which may include working nights depending on program needs. Any hours over 40 worked are eligible for overtime pay.

Pay range between \$18-23 per hour, depending upon education, language capacity, and experience.

Job Type: Essential Services. Full-time/Non-Exempt

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

RESPOND, Inc. is committed to building a culturally diverse staff that represents the populations we serve. RESPOND, Inc. celebrates diverse life experience and is proud to be an Equal Opportunity/Affirmative Action Employer (EEO/AA). Candidates who are bilingual/bicultural, of color, Native/Indigenous, with disabilities, who identify as LGBTQIA+, or who are members of other marginalized groups are strongly encouraged to apply.