

**Haven House Services  
Job Description**

**Job Title:** Residential Counselor  
**Department:** Crisis and Homeless Services  
**Reports To:** Clinical Coordinator  
**FLSA Status:** Non-Exempt  
**Last Reviewed:** 9/12/16

**SUMMARY:** Facilitates a safe and therapeutic environment in a 24 hour crisis shelter by providing services directly to clients, their families and involved community agencies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Communicates to supervisors concerns including, but not limited to, paperwork, staff and training needs.
- Conduct initial client screening, admission and discharge.
- Develop initial client service plan.
- Administer medication in accordance to agency policies.
- Respond to crisis calls.
- Conduct house meetings and group learning activities.
- Provide recreational opportunities.
- Supervise client chores around facility.
- Maintain facility in an orderly, clean fashion and in a good state of repair.
- Maintain required client and program records.
- Prepare well balanced meals/snacks based on scheduled menu and/or supervise youth in preparing.
- Transport youth in agency or personal vehicles to school and appointments in the community.
- Maintain cooperative contacts and relationships with law enforcement, juvenile justice, human service agencies and schools.
- Develop and maintain an active and supportive relationship with clients and their families.
- Facilitate referrals prescribed by the treatment team to other agencies for clients in care and as a part of aftercare.
- Expend agency funds as directed by the Program Director and maintain all required documentation.
- Completes all required trainings.
- Participates in agency outreach and fundraising events.
- Demonstrates a willingness to assist in other agency programs as needed.
- Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities.
- Displays sensitivity to the service population's cultural and socioeconomic characteristics.
- Strives to embody the agency's Code of Ethics while working towards the agency's Mission.
- Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership.
- Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community
- Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:** None

**EDUCATION and/or EXPERIENCE:** Bachelor's degree (B. A.) from four-year college or university and one to two years related experience and/or training; or equivalent combination of education and experience.

**Physical Demands/Working Conditions:**

- Occasional evening and weekend hours required
- Flexibility and willingness to work holidays
- Willingness to work in inclement weather
- Must utilize personal vehicle for transporting clients when necessary
- Potential exposure to bloodborne and/or airborne pathogens

**Other Requirements:**

- Valid North Carolina Driver's License and satisfactory driving record
- Current/valid proof of car insurance
- Personal vehicle for transporting clients
- Post-offer employment physical and TB required as per licensing standards
- Acceptable background report
- Negative drug screen results

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Supervisor

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Date

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Employee

\_\_\_\_\_  
Date