Position: Bilingual Overnight Crisis Counselor

Classification: Non-exempt

Shifts: Tuesday thru Friday 10 pm to 8 am - FIRM, Full-Time (40 hours per week, 4-10 hr. shifts)

Bilingual: English and Spanish Required.

Agency Overview: La Casa de las Madres (La Casa) is a nonprofit provider of service for battered women and their children. Founded in 1976, La Casa is San Francisco’s oldest domestic violence program, providing comprehensive supportive services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs.

Position Summary: Overnight Crisis Counselors work at La Casa’s 35-bed confidentially located emergency safe house. The position requires an ability to respond in a sensitive manner to women, teens and their children who may be in crisis and/or seeking support. The Overnight Crisis Counselor will:

Essential Functions and Responsibilities:
- Provide sole overnight staff coverage insuring adherence to emergency and safety protocols;
- responsible for turning the alarm system on/off as needed;
- provide direct client services in person (residents) and by phone (crisis line) including; crisis counseling, emergency intakes, peer support, conflict resolution, advocacy and emergency transportation (vouchers or program vehicle);
- provide immediate crisis response (DVRT) to clients as referred by and facilitated by law enforcement and medical providers;
- participate in staff meetings as appropriate and requested;
- share in shelter management duties: maintain donations, clean/set-up rooms, meal provision, trash/recycling, laundry, basic maintenance, etc.;
- assist with administrative tasks;
- maintain and submit program documentation in accordance with grant requirements; available to staff shifts as needed to meet shelter coverage needs, including evenings and weekends; and
- other site specific duties as identified and assigned.

Minimum Qualifications:
- High School graduate or equivalent or school/work/life experience with social services, crisis intervention and/or peer counseling.
- Must be fluent in English and Spanish.
- Experience working in multicultural, multilingual setting.
- Ability to de-escalate crisis situations and make decisions under pressure.
- Ability to work as a team member with a strong commitment to collaborative work
- Knowledge of counseling techniques, peer counseling models, crisis intervention & group facilitation preferred.
- Working knowledge of community resources in San Francisco area.
- Ability to fulfill physical requirements of job (lifting, pushing, pulling, carrying, moving, walking up and down stairs multiple times per shift etc.) as needed to successfully perform job responsibilities.
- Understanding of confidentiality privilege and appropriate boundaries.
Verifiable completion of state mandated 40 hour domestic violence counselor training or will complete the next scheduled agency 40 hour domestic violence counselor training.

Background check and clearance through DOJ Live scan fingerprinting required, La Casa de las Madres will consider applicants, including those with criminal histories, in a manner consistent with San Francisco’s Fair Chance Ordinance; and

must possess a valid California Driver’s License, clean driving record and insurable under agency policy.

**Required Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in executing the essential functions of this position.

- **Problem solving** – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- **Interpersonal skills** – maintain confidentiality, remain open to others’ ideas and exhibit a willingness to try new approaches.
- **Managing Up** - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- **Oral communications** – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and ability to conduct meetings.
- **Written communications** – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- **Planning/organizing** – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- **Quality control** – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- **Relationship building** - Demonstrated ability to build and maintain collaborative relationships with partner agencies while exhibiting a strong commitment to La Casa’s philosophy and values.
- **Adaptability** – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- **Dependability** – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- **Safety and security** – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

**Compensation & Other Information:** up to $18.81 per hour-DOE. The Overnight Crisis Counselor position is full-time (40 hours per week, 4 -- 10 hour shifts), and will require working evening, night, weekend and/or holiday hours.

**Excellent benefit package includes:** Option between two Kaiser health plans, HSA, vision, dental, life insurance, long term disability, employee assistance program, employee funded 403(b) retirement plan with employer match option, 12 paid holidays, 2 additional paid days off for employee’s birthday and work anniversary, and generous vacation plan (1.0 FTE tiered: 2.4 weeks in first year- up to 4.8 weeks at 4 years of service).

**To Apply:** Send resume with cover letter in PDF format to: hr@lacasa.org, or mail your cover letter and resume to: La Casa de las Madres – OCC, 1269 Howard Street, San Francisco, CA 94103