**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.

**Worksite:** On-site at La Casa de las Madres’ confidentially located emergency shelter. Adherence to COVID-19 preventative policies including daily symptom self-screen, COVID-19 Mandatory Vaccine Policy, and regular COVID-19 diagnostic testing will apply.

**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 $20.00 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