**Position:** On-Call Per Diem Counselor (formerly Relief Worker)

**Classification:** Non-Exempt

**Work Schedule:** On-call, as needed (occasional evening and weekend shifts)

**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:** On-Call Per Diem Counselors are responsible for creating and maintaining a safe, comfortable and supportive living environment for emergency shelter residents. In addition, this position will provide basic crisis intervention services. This position requires an ability to respond in a sensitive manner to women, teens and their children who may be in a crisis and/or seeking support. Responsibilities include, but are not limited to the following:

**Responsibilities:**
- Provide crisis intervention and peer/counseling by telephone and/or in person;
- Maintain accurate and timely client files in compliance with grant and/or contract guidelines.
- Assist with day-to-day operations including phone coverage, site supervision, crisis intervention, and conflict resolution;
- Share in shelter management duties: maintain donations, clean/set-up rooms, meal provision, trash/recycling/laundry, basic maintenance, etc.;
- Special projects and other duties as 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 Spanish and English
- Experience working in multicultural, multilingual setting.
- Ability to problem-solve and de-escalate conflict.
- Ability to work as a team member with a strong commitment to collaborative work.
- 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
La Casa de las Madres is an Equal Employment Opportunity Employer. EEO policy available upon request

- 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:** $20.00 per hour. The On-Call Per Diem Counselor (formerly Relief Worker) position is on-call, as needed- there is no set schedule; primarily overnight shifts and holiday coverage as well as occasional evening and weekend shifts; most times with minimal notice (i.e., 2-3 hours). This position is not benefited except as set forth under the San Francisco Minimum Compensation Ordinance (MCO).

**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 – OPD, 1269 Howard Street, San Francisco, CA 94103, Fax: (415)503-0301