

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 Mandatory Vaccine Policy is 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: 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;
- Back ground 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: \$22.00 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

La Casa de las Madres is an Equal Opportunity Employer: We cultivate a culture of inclusion for all employees that respects their strengths, views, and experiences. We believe that our differences enable us to be a better team. EEO Policy is available upon request. Formerly battered women are encouraged to apply.