

**POSITION:** Counselor **Status:** Non-Exempt  
**DEPARTMENT:** Community Based Services/Counseling **Hours:** 35 hrs/week  
**REPORTS TO:** Director, Clinical Services

**SCOPE OF WORK:**

Provide immediate and ongoing advocacy and counseling services to victims of domestic and sexual violence who reside in New Hope's South Central region who have been specifically identified underserved including the elderly and/or people with disabilities. Work collaboratively with other New Hope staff and community providers to ensure comprehensive support and safety options to victims and their families. **It is expected that the Community-Based Counselor/Advocate's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment, and professionalism.**

**PRIMARY DUTIES:**

- Provide community based and shelter victims of domestic and sexual violence with counseling, crisis intervention, safety planning, case management and linkages to internal and external resources
- Assess clinical needs including referrals for psychiatric, substance abuse, or other related evaluation.
- Work with police departments, community providers and other entities to identify and support victims
- Assist victims who call or appear in person with immediate support around their safety
- Facilitate support groups for community based victims
- Work collaboratively with other New Hope staff to provide comprehensive support that engages the continuum of New Hope's services, including assistance with translation as needed.
- Support hotline staff by being available to work with callers from that geographic area that identify needing immediate services around their safety
- Collaborate with housing stabilization program and other resources at New Hope and in community for clients seeking relocation
- Outreach to and promote New Hope services to those who are underserved (elderly and/or people with disabilities)
- Provide outreach to community based services in SC region and represent New Hope at community based meetings/events to increase visibility of services and establish connections with community providers.
- Keep up to date information about community resources to provide immediate and effective referrals
- Provide education for victims: dynamics of abuse, 209A rights and options, external systems
- Perform other various tasks as requested by supervisor and/or Senior Management

**GENERAL DUTIES:**

- Maintain up-to-date case notes relative to all client and collateral contacts.
- Collect client/support group participant fees and maintain records of payment, if appropriate.
- Complete statistical forms documenting service delivery.
- Will attend quarterly All-agency meetings
- Will attend regular supervision meetings
- Will conduct him/herself according to the agency's stated policies and procedures
- Will comply with agency's confidentiality policy.

**SKILLS AND ABILITIES:**

- Commitment to justice and dignity for victims of domestic and sexual violence
- Ability to communicate effectively and with sensitivity
- Strong interpersonal skills
- Self-motivated, self-reliant, and dependable
- Demonstrates maturity, self-awareness and initiative
- Flexibility of time/scheduling
- Valid driver's license, dependable transportation, willingness to travel

**EDUCATION & EXPERIENCE:**

- Master's degree in Social Work/Counseling required.
- Experience and/or training in working with identified vulnerable population (elderly and/or people with disabilities)
- Prior experience working with survivors of domestic and/or sexual violence