



## **JOB DESCRIPTION**

Position: On-Call Residential Counselors

Type: Part-time, Hourly, Non-Exempt

## **ORGANIZATION DESCRIPTION**

Opened in 1998, San Francisco SafeHouse is a 501(c)3 non-profit transitional housing program that provides a safe, nurturing and empowering community for women that have experienced sex trafficking and/or sexual exploitation. During their 18 month stay, each resident develops a comprehensive goal plan with the case management team and works toward independent living. 10 women at a time are housed in our confidential location which is also staffed 24 hours a day. SafeHouse staff provides support around a variety of topics including domestic violence, mental health, substance use and educational/vocational needs. Residents have the opportunity to receive therapy, intensive case management, participate in community based programs, paid internships and other programming. SafeHouse is committed to serving the most marginalized, and particularly focuses on supporting women of color, transwomen, disabled and immigrant women and other survivors who have typically faced barriers to service.

## **POSITION DESCRIPTION**

Residential Counselors are primarily responsible for providing a safe, secure and welcoming environment for all residents at SafeHouse; and supporting and supervising residents to ensure basic needs are met.

SafeHouse is hiring two on-call Residential Counselors. Often, you will be given advanced notice to cover vacation or time off for our staff. Sometimes you may be called with minimal notice (2-3 hours), and you will be expected to come in for the shift.

## **WORK SCHEDULE**

Potential shifts include:

Mondays through Thursdays: 12am-8am, 4:00pm-12am (overnight shift with some sleeping hours)

Fridays: 4pm-12am, 12a-8am

Saturdays: 8am-4pm, 4pm-12am, 12am-8am

Sundays: 8am-4pm, 4pm-12am, 12a-8a

## **SCOPE AND RESPONSIBILITIES:**

### **Direct Services (95%)**

- Provide a safe, secure and welcoming environment for residents at all times at SafeHouse; check in with all clients at least once per shift
- Establish a positive, supportive relationship with residents; Provide basic care and supervision to residents to assure that health, nutritional, educational, social and recreational needs are being met
- Set and contribute to a safe, dignified and orderly atmosphere by enforcing program policies and model appropriate behavior for residents in terms of daily living skills, self-care, personal interactions, social relationships, and constructive time management

- Perform medication management in accordance with regulatory standards
- Answer the phones and doors; greets residents in a cheerful, supportive and professional manner, providing directions and information as needed while maintaining resident confidentiality
- Shop for household supplies, food, assist with kitchen activities including inventory, meal preparation/planning; transports residents if needed
- Prepare resident rooms between occupancy for incoming clients and assist residents who move out with packing
- Maintain chore list and assist residents with their specific house duties; explain and demonstrate tasks that need to be done in the home when necessary to resolve work-related problems and difficulties
- Engage in socialization activities such as board games, puzzles, baking and self-care activities
- Other duties as assigned

**Administrative (5%):**

- Record all activities and complete a log report at the end of each shift; contacts the on-call staff in emergency shift situations
- Fill out an incident report as needed to document unusual and difficult incidents involving residents or facility issues, fire, rescue and other emergencies
- Attend and actively participate in monthly all staff meetings and trainings, held on the second Thursday evening (6pm-8pm) of every month
- Attend monthly supervision meetings (1hr) scheduled with your supervisor during the work week.
- Other duties as assigned

**Requirements:**

- Maintain professional standards of performance, demeanor and appearance at all times
- Be trauma-informed
- Aware of prostitution, commercial sexual exploitation and trafficking issues
- Available to work evening, overnight, weekend and holiday hours as needed
- Remain in the building for the entire shift
- Ability to work evenings, weekends and occasional holidays
- Experience working with diverse populations including homeless, recovery/substance abuse, HIV/AIDS, domestic violence, sexual assault, mental health and LGBTQ communities
- Fluency in another language other than English, highly preferred
- Possess the capacity to interact with individuals from a wide range of cultural and socio-economic backgrounds
- Basic competency in email/internet and Microsoft word.
- Basic reading, writing and math skills
- Valid California Driver's License and a clean DMV record
- Ability to lift at least 15 pounds

San Francisco SafeHouse is an equal opportunity employer and does not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state or local law.

Salary: \$17-21/hour (depending on experience) if you are called in to work a particular shift

To apply, please e-mail your resume, cover letter and contact information for 3 references to [careers@sfsafehouse.org](mailto:careers@sfsafehouse.org) with the subject line "On-Call Residential Counselor".

**SPECIAL ADA REQUIREMENTS:**

San Francisco SafeHouse is in full compliance with the Americans with Disabilities Act (ADA) and does

not discriminate with regard to applicants or employees with disability, and will make reasonable accommodate when necessary. Position requires standing and sitting and working at a keyboard for extended periods of time.