



Job Description | Bilingual Client Support Counselor

Position Title: Client Support Counselor
Supervisor: Residential Director
FLSA Status: Non -Exempt

Employment Status: Multiple positions
Part-time and On-call
Salary Range: Market Rate

Bilingual Client Support Counselors are responsible for providing case management, advocacy and support services to both English speaking and limited English proficient residential clients living in the Safe House, a 24-hour emergency shelter for individuals and families fleeing domestic violence and sexual assault.

Minimum Qualifications:

- Native or near-native fluency in Spanish, Korean, or French
- High school diploma
- Bachelor’s degree in psychology, human services, social work or related field (preferred)
- Previous shelter, family violence or sexual assault experience (preferred)
- Excellent oral and written communication skills
- Passionate about the mission and philosophy of the DVC
- Team oriented and believes in a strengths-based approach to services
- Current driver’s license and reliable transportation with up to date insurance
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software

Essential Duties and Responsibilities:

CLIENT CARE

- Provide case management to Safe House and hotel clients
- Complete assessments, intakes, exits as needed and fax copies to main office
- Address client needs (i.e., letters, transportation, etc.)
- Advocate with other agencies for clients
- Facilitate Section 8 applications
- Provide residency verifications (schools, DSS, thrift stores, etc.)
- Perform Safe House curfew checks and track transitional client curfew check-in

PROGRAM MANAGEMENT SUPPORT

- Accurately complete client paperwork and compile reports as needed
- Document and communicate all pertinent information/issues for the following shifts
- Conduct daily house checks and report any maintenance concerns to appropriate staff
- Attend residential staff meetings
- Other duties as assigned
- Ensure that the physical appearance of all residential facilities meets agency standards.
- Prioritize the use of best and evidence based practices, including researching programming trends and current practices being used in other jurisdictions.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

Problem Solving	Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.
------------------------	-------------------------------------------------------------------------------------------------------------



Job Description | Bilingual Client Support Counselor

Communication	Speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills, and conducts productive meetings. Speaks comfortably with a diverse array of individuals and groups. Reads, analyzes and interprets technical procedures, program policies or governmental regulations. Writes reports, business correspondence and procedure manuals. Effectively presents information and responds to questions from groups of managers, clients and the general public.
Judgment	Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.
Crisis Management	Performs jobs in a manner that minimizes hazards to oneself, others, and the environment. Maintains a physical work environment that contributes to the well-being of others.
Planning and Organization	Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.
Professionalism	Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.
Safety and Security	Observe safety and security procedures, and uses equipment and materials properly.
Diversity	Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, culture, gender identity or expression, sexual orientation, physical or mental ability, health status, age or other diversity factors.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Apply: Applicants must submit a letter of interest and complete resume to:

Dionne Jimenez
 Residential Director
 Domestic Violence Center of Howard County
 5457 Twin Knolls Road, Suite 310
 Columbia, MD 21045
 E-mail: djimenez@dvcenter.org
 Fax: 410-997-1397
NO phone call