Newcap, Inc.

Job Description

**JOB TITLE: Crisis Counselor**

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DATE: June 2020

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**SUMMARY:** Responsible for providing crisis counseling to individuals and families; includes needs assessment, support, advocacy and referral. The work is performed under the general supervision of a supervisor; however, the employee is expected to exercise initiative, creativity and good judgment in carrying out duties. The employee must be available for flexible work hours.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Works with individuals, family, and groups to provide outreach, public education, and referrals when needed.
* Represents the program in the community and networks with other agencies and partners to ensure needs of survivors are met.
* Provides presentations to community groups on disaster reactions, coping skills, stress management, and the Crisis Counseling Project (CCP).
* Distribute informational or educational documents to inform members of targeted community.
* Identify and contact members of high-risk groups in person or by phone.
* Conduct home visits of community members in high-risk groups.
* Acts as advocate for clients receiving services; making referrals to other services as appropriate.
* Provide feedback to Team Leader.
* Attends meetings and trainings.
* Keeps records and prepares reports.
* Works as a member of a team to provide effective, quality service.

**SUPERVISORY RESPONSIBILITIES: None**

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Requires academic education beyond high school with the ideal candidate possessing a bachelor’s in social work or related field; or completion of one to two years’ previous experience in a social service related; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS:** Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Access to reliable, licensed, insured driver and transportation.

**OTHER SKILLS and ABILITIES:** Good knowledge of the available services in the current service system. Ability to establish and maintain good working relationships with clients, family members, professional staff and the community is essential. Computer experience.

**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 regularly required to stand, walk, sit, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.