



COMMUNITY OVERCOMING  
RELATIONSHIP ABUSE

### **Position: On Call-Relief Counselor**

**Who We Are:** CORA (Community Overcoming Relationship Abuse) is the only agency in San Mateo County providing comprehensive crisis intervention and supportive services to survivors of domestic violence and their children. We seek an On-Call, Relief Crisis Counselor to join our Crisis Intervention Services team to provide immediate intervention, information, and resources to callers seeking support on the hotline.

CORA is strengths-based, collaborative, accessible, and client-centered. We believe that everyone deserves to be treated with respect in their intimate relationships and, as such, we provide safety, support and healing to individuals who experience abuse in an intimate relationship and educate the community to break the cycle of domestic violence. Regardless of a survivor's race, class, gender, sexual orientation, or culture, we save lives and provide an opportunity to begin again.

CORA inspires work of the highest caliber and foster staff engagement through transparency and inclusion in agency decisions wherever possible. We also strive to ensure our policies and communications reflect an appreciation of the impact of social inequities, historical and current, and actively promote healthy relationships amongst staff by demonstrating mutual respect in all our communications.

**The Position:** The On-Call, Relief Crisis Counselor should promote CORA's culture and build effective relationships both inside and outside the organization that inspire others to action. Knowledge and experience in trauma-informed domestic violence is strongly preferred. The prospective candidate must share a passion for our mission, be an adaptable, self-reflective, empathetic team player with strong interpersonal skills, and have a desire to support the needs of survivors of intimate partner abuse. The On-Call, Relief Crisis Counselor will bring a sophisticated understanding of cultural competency, conflict resolution and demonstrate self-initiative and a genuine interest in professional and personal growth. This individual should also demonstrate interest and proven skills in implementing best practices.

### **CORA History and Overview**

CORA has provided services to survivors of intimate partner abuse for 40 years. Our programs include Crisis Intervention Services, including a 24-hour hotline, collaboration with law enforcement, and support groups. Family Support Services provides mental health therapy, transitional housing for survivors and their children, and a children's program that provides supportive counseling, weekly art and literacy programs, and developmentally appropriate support. CORA also provides education about domestic violence and legal assistance.

**Position Summary:** This position provides crisis intervention, needs assessment and supportive counseling to callers on our 24-hour domestic violence hotline, and provides emergency telephonic response to residents of San Mateo County following a referral from law enforcement. Services provided are voluntary and include safety planning, peer counseling, crisis case management, information and referral, and group facilitation. *This position is an on-call and after hours' position (primarily in the evenings and on weekends).*

**Primary Responsibilities:**

- Be available for on-call shifts during evenings, weekends, and some holidays.
- Willingness to work flexible hours and respond to last-minute requests for coverage.
- Respond to clients from the hotline, ERP and housing departments. Provide crisis intervention, counseling, and needs assessment services to clients.
- Respond to pages from law enforcement officers at the scene of a 9-1-1 call related to domestic violence and provide immediate crisis intervention counseling to the parties involved.
- Assess for risk and provide safety planning and information to clients on the hotline.
- Assist clients in accessing emergency shelter, motels, transportation and other immediate resource needs.
- Provide appropriate referrals to other services within CORA or in the community as needed.
- Communicate effectively with other members of the Crisis Intervention Services team in order to ensure the most up-to-date information and appropriate follow-up for clients.
- Complete required documentation in an accurate and timely manner.
- Participate in training as recommended by supervisor.
- Attend supervision, departmental and agency staff meetings as assigned.

**Required Skills:**

- BA degree in social work, psychology, counseling, or related field; or an equivalent combination of education and experience in the provision of social services.
- Experience working with survivors of domestic violence preferred, including completion of 40-hour domestic violence training. *Candidates who have not completed the training will be required to do so.*
- Bilingual English/Spanish fluency required.
- Must be available to work on-call in a confidential setting between 5:00pm and 9:00am Monday through Friday, on weekends, and holidays.
- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Must be able to make sound decisions independently during crisis hotline calls.
- Excellent interpersonal and communication skills—oral and written.
- Ability to function as a part of a team and work in collaboration with outside agencies.
- Demonstrated ability to integrate feedback and utilize supervision.
- Background check, including fingerprinting clearance from the Department of Justice; Demonstrate eligibility to work in the United States.
- Familiarity with community-based services in San Mateo County and knowledge of Bay Area resources preferred.

**Reports to:** Manager of Crisis Support Services

**Benefits/Compensation:** This is an on-call position and is not eligible for benefits. On-call pay rate of \$5.00 per hour / \$19.59 per hour for actual hours worked (actual time spent providing crisis intervention services).

**To Apply:** Please email resume and cover letter to: [jobs@corasupport.org](mailto:jobs@corasupport.org).

**Websites:** [www.corasupport.org](http://www.corasupport.org) and [www.teenrelationships.org](http://www.teenrelationships.org)

*CORA is proud to be an equal opportunity employer. We seek diversity with respect to race, color, age, sex, (including breastfeeding and medical conditions related to breastfeeding), religion (including religious dress or grooming practices), national origin, mental or physical disability, genetic characteristics and information, ancestry, marital status, family status, political belief, sexual orientation, gender (including gender identity and expression), medical condition, military, or veteran status or any other category or status protected by Federal, State or other applicable laws.*

*All applicants are welcome. Individuals who are bilingual, people of color, members of the LGBTQ community and/or survivors of domestic violence are strongly encouraged to apply. The position will remain open until filled.*

***No phone calls please.***