

Position Title: Crisis Counselor (Bilingual)

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 a **Crisis Counselor** to join our Crisis Intervention Services team to provide immediate intervention, information, and resources to callers seeking support on the hotline.

The Position: The **Crisis Counselor** should promote CORA's culture, building effective relationships both inside and outside the organization that inspire others to action. Knowledge and experience in trauma-informed domestic violence is a strong preference. 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 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 skill in implementing best practices.

Position Summary: This position provides crisis intervention, needs assessment and supportive counseling to callers on the domestic violence hotline, as well as provides emergency telephonic response to residents of San Mateo County following a referral from local law enforcement. Services provided are voluntary and include safety planning, peer counseling, crisis case management, information and referral, and group facilitation. All services are provided within the context of trauma-informed approach. This position involves both on-call and in office responsibilities.

Primary Responsibilities:

- Be available for in-office counseling as well as off -site, on-call counseling. Crisis counselors may be assigned to work in the office part-time and respond remotely to the hotline and Emergency Response Program (ERP) from a cell phone after-hours.
- Respond to all callers from hotline, ERP and housing departments during scheduled shift.
- Provide immediate crisis response, needs assessment, and conduct safety planning with all callers and/or walk-in clients.
- Provide appropriate internal and external referrals to callers.
- Assist domestic violence clients in accessing emergency shelter, transportation, and/or any other emergency resources that aid in increasing immediate safety.
- Work in collaboration with law enforcement officers to provide immediate crisis intervention counseling to parties involved in 911 domestic violence or domestic disturbance calls.
- Coordinate referral, screening/intake process, and manage client waitlist internally.
- Complete required documentation and enter data into client database in an accurate and timely manner.
- Provide advocacy support and conduct community outreach 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.
- Make follow up calls to provide further counseling, referrals, and education about domestic violence.
- Train, supervise, and schedule hotline volunteers.
- Assist in the maintenance of filing systems and developing/implementing new protocols and procedures relating to the hotline and ERP.
- Facilitate or co-facilitate support groups for domestic violence survivors.
- Collaborate effectively with other departments and outside agencies to ensure quality client-centered service delivery.
- 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.
- **Bilingual English/Spanish fluency required.**
- 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.*
- 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.
- Valid CA driver's license, access to reliable transportation, and insurance preferred.
- 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 a regular, full-time, non-exempt position. Hourly rate starts at \$21.07 per hour based on a 37.5-hour workweek, non-negotiable. CORA offers excellent health benefits (medical, dental, vision, chiropractic), generous time-off policies (including 3 weeks of vacation in 1st year), LT disability, life insurance, and a matching retirement plan.

To Apply: Please email resume and cover letter to jobs@corasupport.org.

Websites: www.corasupport.org and www.teenrelationships.org

CORA History and Overview

CORA has provided services to survivors of intimate partner abuse for nearly 40 years. Our programs include Crisis Intervention Services, including a 24-hour hotline, collaboration with law enforcement, emergency shelter options, and supportive counseling. 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 developmental support. CORA also provides education about domestic violence and legal assistance.

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.

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.