



POSITION DESCRIPTION

Position Title:	On-Call, Relief Counselor
Program/Dept:	Hamilton Family Residences & Emergency Center (HFREC), & Transitional Housing Program (HFTP)
Reports to:	Shelter / Residential Coordinators
Classification:	Regular, Non-Exempt position – Relief/On-Call hours as required
Compensation:	\$11/hour – non-benefited position

Hamilton Family Center is a San Francisco based 501(c)(3) non-profit focused on returning families to independent living. Hamilton Family Residences & Emergency Center (HFREC) is San Francisco's largest shelter for families. The program accommodates 55 families or about 150 people per night. The program provides three distinct levels of service; an emergency center where families can access shelter for one night, a sixty day emergency/crisis center and a 3-6 month temporary shelter. Families receive three meals a day and access to basic health services on-site. Hamilton Family Transitional Housing Program (HFTP) is a twelve to eighteen-month program providing 20 families with housing and supportive services designed to enable them to return to stable, independent housing and economic self-sufficiency. Both programs provide comprehensive support services which include: case management with referrals and linkages to ancillary services, children's programming, employment and life skills training and innovative and direct assistance in securing permanent housing.

The On-Call, Relief Counselor is primarily responsible for providing a safe and healthy environment and welcoming atmosphere for program participants. On-call, relief staff work as needed to relieve full-time staff in both programs. Applicants must be available for evening, overnight and weekend shifts. The ability to work several shifts per week is also strongly preferred.

Primary Duties and Responsibilities (other duties may be assigned):

- Report to work as arranged with supervisors in order to maintain shift coverage and primary supervision and support of residential clients.
- Responsible for reporting work availability on a weekly basis to the coordinators at both programs-HFREC and THP. Ability to coordinate assigned shifts at two works sites.
- Set and contribute to a safe, dignified, orderly atmosphere by enforcing program rules, policies, procedures as well as through observing stated DHS grievance policy. Act as a role model - guiding clients and facilitating appropriate behavior about daily living skills, self-care, personal interaction, social relationships and constructive time management.
- Conduct regular rounds of the facility and interact with participants to share information, provide supplies, conduct intakes, and facilitate interventions as necessary. Rounds include the interior (client living quarters, bathrooms, community rooms) and exterior of the building.
- Maintain appropriate professional boundaries with clients and staff; Respond to client requests in a professional and courteous manner; Observe and adhere to client confidentiality standards.
- Ensure the safety of participants by limiting access to facility to participants, staff, and authorized visitors and service providers; help to ensure adequate health and safety standards are maintained throughout the facility.
- Perform daily maintenance, cleaning and kitchen duties (assist in preparing living units for incoming families, cleaning and maintaining the kitchen and dining areas, daily upkeep and cleaning of shelter and office areas); Assist with serving resident meals as needed.
- Maintain thorough and accurate records, files, correspondence and statistics; Complete necessary documentation (both hand-written and computer based/data entry) in a timely, accurate, complete and legible manner. May include, but not limited to: notations in the shelter log, bed roster, incident reports, late arrivals, sign-in sheets, referrals, showers and laundry schedules, and any other forms used or as directed by your supervisor.
- Respond appropriately to emergencies including contacting appropriate staff and supervisor(s), interacting with police, fire, and medical personnel as needed.

- Perform intakes with new families; intakes include reviewing the program agreement and rules, providing a tour of the building informing clients where they can gain access to employment, housing medical and counseling services.
- Maintain and promote the cooperative, harmonious, teamwork environment HFC strives to promote within the workplace; Maintain and promote an atmosphere of dignity and respect in line with the philosophy and policies of Hamilton Family Center.
- Ensure effective communication of priority information to all necessary staff and shifts.
- Provide front desk and other reception duties in a professional and courteous manner; relay timely and accurate messages. Provide information upon request about available services offered.
- Provide varying shift coverage as needed and available.
- Complete designated program-specific, shift-specific tasks.
- Participate in staff and shift change meetings as required.

Minimum Qualifications, Skills & Abilities:

- High School Diploma or GED required;
- Must be available to work evening, overnight and weekend shifts on a regular but unpredictable basis. Ability to keep a flexible work schedule is therefore essential.
- Must be available to work on short notice and to work overtime when required.
- Knowledge of issues facing program participants (e.g. substance use, mental health, domestic violence, resources for undocumented individuals, workplace reintegration, etc.).
- Sensitivity to the needs of homeless families; Able and willing to work with diverse staff and client populations.
- Supportive, patient, responsible, energetic and a team player.
- Strong written/oral communication skills; computer literate; proficient in the use and operation of computers and basic MS applications (Word, Excel, Access, Outlook, etc...).
- Must be able to conduct extensive charting, data entry and documentation of services, incidents and other relevant information.
- Essential functions of the position may require use of a telephone, work at a standard computer terminal and the ability to follow reasonable ergonomic recommendations, sit for long periods, stand, reach, lift and carry 40 pounds, bend and climb ladders. Must be able to navigate several flights of stairs many times a day.
- Possess or be able to obtain CPR and First Aid certification.
- Position requires routine TB (Tuberculosis) testing and documentation (post-offer).
- Background checks required. (pre-offer).
- Able and willing to travel locally as needed.

Preferred Qualifications, Skills & Abilities:

- Bilingual English/Spanish strongly preferred.
- Bachelor's degree in social work or related field of study preferred.
- Experience working with mental health related issues, substance abuse, domestic violence, Child Protective Service agencies, HIPAA and crisis intervention techniques.
- Previous work experience in a crisis setting and ability to respond appropriately to emergencies including contacting appropriate staff and/or contacting and interacting with police, fire, and medical personnel as needed.

Application Procedure:

Please identify position code "**RLF**" in order to be considered for this position. Also, in order to be considered a formal applicant you must send 1) your resume and 2) a letter of interest to:

- Email: jobs@hamiltonfamilycenter.org – identify the position code in the header of your email
- FAX: 415-358-5761
- **No phone calls please**

Due to volume of resumes received, only applications submitted via email will receive an acknowledgement indicating receipt.

Hamilton Family Center is an Equal Opportunity Employer