



# JOB DESCRIPTION

## RESIDENTIAL COUNSELOR

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| <b>Position Title:</b> | Residential Counselor                           |
| <b>Program/Dept:</b>   | Hamilton Family Residences and Emergency Center |
| <b>Reports to:</b>     | Shelter Coordinator                             |
| <b>Classification:</b> | Regular, Full-Time, Non- exempt                 |
| <b>Compensation:</b>   | \$12.50/hour + full benefits package            |

Hamilton Family Center is a San Francisco based non-profit dedicated to helping families return to independent living. Hamilton Family Residences and Emergency Center is San Francisco's largest emergency homeless shelter for families, accommodating 50 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 60-day emergency/crisis center, and a 3-6 month temporary shelter. Families receive comprehensive support services that include case management with referrals to ancillary services and benefits, a children's department, three meals a day, employment and life skills training, access to basic health services, and innovative and direct assistance in securing permanent housing.

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

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- Maintain shift coverage and primary supervision and support of residential clients.
- Set and contribute to a safe, dignified, orderly atmosphere by enforcing program rules, policies, and 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 (including, but not limited to: assisting 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 supervisors, 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 shift-specific tasks.
- Participate in staff and shift change meetings as required.
- Able and willing to travel locally as needed.

## **Qualifications, Skills & Abilities**

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- High School Diploma or GED. Bachelor's degree in social work or related field of study preferred.
- Strong written/oral communication skills; computer literate; proficient in the use and operation of computers and basic MS applications (Word, Excel, Access, Outlook, etc...).
- Bilingual English/Spanish strongly preferred.
- Experience working with mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, Child Protective Service agencies, HIPAA and crisis intervention techniques.
- Previous work experience in a crisis setting and ability to respond appropriately to emergencies.
- 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.
- Must be able to do extensive charting, data entry and documentation.
- 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 subject to Criminal Background Check and Live Scan Fingerprinting through the California Department of Justice (post-offer).
- Position requires routine TB (Tuberculosis) testing and documentation (post-offer).
- Valid CADL and clean DMV report preferred.

## **Application Procedure**

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To be considered, you must submit 1) a resume AND 2) a letter of interest to [jobs@hamiltonfamilycenter.org](mailto:jobs@hamiltonfamilycenter.org) or by fax to (415) 358-5761 and identify position code "RC260" in the email subject header.

- Due to the volume of resumes received, only applications submitted by email will receive an acknowledgement indicating receipt.
- No phone calls please.

**This position is represented by OPEIU, Local 3  
Hamilton Family Center is an Equal Opportunity Employer.**