



DOMESTIC ABUSE PROJECT OF DELAWARE COUNTY, INC.
14 West Second Street
Media, PA 19063

POSITION DESCRIPTION

Mission: The Domestic Abuse Project of Delaware County (DAP) works to prevent domestic violence and empower victims to move towards self-sufficiency.

Title: Crisis Counselor
Classification: Full-time, Professional, Exempt
Location: Media Office
Supervisor: Counseling Manager

Purpose:

The Crisis Counselor supports the mission of the DAP by providing crisis and supportive counseling on the hotline and in-person. The Counselor position is a full-time (35 hours per week) position. Supervisory responsibilities based on experience.

Essential Duties:

- Deliver crisis intervention, safety planning, and supportive counseling, to individuals who have experienced domestic violence through the 24-hour hotline and in-person
- Facilitate appointments with walk-ins at the main office during designated walk-in hours
- Develop individual safety and services plans
- Identify opportunities to provide relocation assistance and financial empowerment services
- Facilitate support groups and financial workshops
- Maintain knowledge of other service providers so as to be able to provide appropriate information and referrals
- Facilitate referrals to DAP services including Legal, Safe House and Counseling
- Maintain up to date releases for agency participants and keep accurate documentation in client files
- Provide follow-up contact for domestic violence victims
- Coordinate coverage for 24/7 hotline
- Provide direct supervision for hotline volunteers
- Provide the hotline & crisis intervention portion of the 45-hour JARS training to new hires and volunteers
- Assist with safe house intakes as needed
- Supervise counseling intern tasks as needed
- Provide civil and criminal court accompaniment as needed
- Timely completion of chart documentation
- Timely submission of monthly counseling statistics
- Work cooperatively with other DAP staff to ensure holistic response and service delivery
- Participate in counseling and organizational staff meetings

Qualifications and Competencies:

- Strong interpersonal and communication skills, including active listening
- Support effective resolution of complex or sensitive disagreements or conflicts
- Ability to build constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Ability to work well independently, setting high standards of performance for self and assuming responsibility and accountability for successful completion of assignments or tasks
- Ability to work well with others, promoting commitment within the team to achieve goals and objectives
- Interest in delivering trauma-informed human services in a complex environment, placing a high value on creating an environment that embraces and appreciates diversity
- Maintain confidentiality and earn through and respect through consistent honesty and professionalism in all interactions
- Knowledge of the dynamics of domestic violence, understanding of the social service system, and experience in crisis intervention in a residential setting preferred
- Bachelor's degree in social work, counseling, or related field

Work Environment:

- Work is primarily performed in as office setting or within secured residential safe house

Other Requirements:

- Successful completion of required organizational training
- Satisfactory Criminal Background Check and other organizationally required clearances

This position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. The Domestic Abuse Project of Delaware County is an equal opportunity employer. All employment is at will and no employment contract shall be construed from any action, document, or statement of the employer.