



## **RAPHAEL HOUSE**

### **JOB DESCRIPTION**

**Job Title: Full Time Residential Counselor**  
**Department: Family Services Department**  
**Reports to: Senior Residential Manager**

#### **Summary:**

Since 1971, Raphael House has been at the forefront of providing homeless and low-income families in the San Francisco Bay Area the personalized family-centered solutions they need to build brighter futures. Raphael House is a 100% privately funded and community-supported organization. Our success rate is unmatched: more than 85% of all Raphael House families go on to achieve long-term housing and financial stability.

Raphael House is dedicated to ending homelessness. We tailor prescriptive services for each family to provide them with the necessary wellness support, education and skills to assist them in obtaining housing, employment and self-sufficiency. The families at Raphael House have experienced a multitude of traumas, often including the loss and separation from loved ones, their homes and communities. As a result of the difficult experiences they have endured, families may develop challenges with interpersonal relationships and safe parenting. Children may exhibit challenging behaviors and difficulty expressing emotions in age appropriate and healthy ways. Raphael House understands these issues and aims to provide opportunities for healing through stability, compassion, and client empowerment.

#### **Summary of Position:**

Residential counselors work eight hour shifts covering residential floors (6:30am—2:30pm and 2:30pm--10:30pm) and agency reception area (6:00am—2:00pm and 2:00pm--10:00pm). At least one weekend shift is expected.

#### **Key Responsibilities:**

##### **When on residential floors:**

- Maintain security and peacefulness of three residential floors
- Assist families in following the established program (e,g, policies and procedures) with clear expectations at a reasonable pace and in accordance with their own ability
- Accurately record each family's progress in accordance with the program, daily and nightly
- Know what constitutes formal Incident Reporting and complete all paperwork and direct communications within the time expectations

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- Follow health and safety protocols, including but not limited to, daily temperature screenings of residents and social distancing measures
- Participate in Case Planning Meetings as schedule permits
- Remain vigilant to the needs of residents
- Lead evening activities for toddler aged children
- Complete security rounds of residential areas
- Prepare vacated residential rooms for intakes
- Respond timely to crisis to alleviate the disorder and maintain the peace and safety of the household
- Complete daily duties and short- and long-term projects in a timely and organized fashion
- Be knowledgeable of and follow security procedures at all times
- Be familiar with fire and earthquake evacuation and general emergency procedures
- Perform various clerical duties such as record keeping, handling phone lines
- Other duties as assigned

**When at reception desk:**

- Master use of the phone system, voice mail, and intercoms
- Follow health and safety protocols, including but not limited to, daily temperature screenings of individuals entering/leaving the building and social distancing measures
- Notify appropriate staff about visitors and deliveries
- Provide callers information about RH and assist with referrals to other agencies
- Ensure that main entrance is secure and peaceful
- Complete incident reports and distribute to program staff working with the family, the Senior Residential Program Manager, and Director of Family Services
- Re-direct all families to their case manager when additional information is shared about their situations or needs. Limit discussion of residents regarding their cases of program situations by redirecting them to either case manager or residential floor counselor.
- Handle residential situations discreetly when no other program staff is available
- Be familiar with confidentiality policies - This include family information requested from a third party, other staff members, and/or other individuals
- Fairly and consistently uphold program policies and procedures
- Know how to activate and deactivate the alarm system
- Be knowledgeable of and always follow security procedures
- Be familiar with fire and earthquake evacuation and general emergency procedures
- Keep reception area clean and presentable
- Perform various clerical duties such as record keeping, document coping, faxing, mail, etc
- Limit discussion of residents regarding their cases of program situations by redirecting them to either case manager or residential floor counselor
- Make accurate log entries on clients entering/exiting the building or program issues
- Perform and
- Work with clients dealing with personal crisis through strength based non-judgmental approach
- Other duties as assigned

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**Raphael House Professional Conduct:**

- Model appropriate behavior through honesty, maturity and respect
- Maintain client confidentiality as per agency and state policies
- Be sensitive of confidentiality and personal dignity when involved in conversation with residents and staff
- Support fellow staff and all residents, rather than taking sides in a disagreement
- Follow agency and state law procedures, including reporting suspected child/elder abuse
- Follow Raphael House health, hygiene and safety guidelines
- Work cooperatively with all other departments
- Uphold the principles and standards of Raphael House

**Required Skills**

- Consistent, cooperative and team-orientated work ethic
- Ability to follow supervisor's directions as well as work independently
- Establish and maintain healthy boundaries with families and staff
- Ability to resolve conflicts and respond to crisis
- Ability to understand the needs of children and respond accordingly
- Able to prioritize and manage time appropriately
- Flexibility and willingness to perform a variety of duties and projects, ensuring the smooth operation of the shelter and all programs
- Sound judgment
- Ability to work with and have sensitivity to a diverse, multi-cultural population
- Able to be flexible with working in a shared office space, as office spaces are limited or as needed for onboarding of other staff, interns, and volunteers

**Qualifications**

- Bachelor's Degree in a social service related field preferred
- 2 years of experience in a residential program setting preferred
- Bilingual in Spanish preferred
- Preferred experience working with mental health related issues, substance abuse, domestic violence, and Child Protective Service agencies, and crisis intervention techniques.
- Ability to work a flexible schedule, early mornings and late nights
- Excellent verbal and written communication skills
- Conflict resolution experience
- Ability to lift and move furniture up to 50 lbs
- Ability to work with various cleaning products
- Ability to assist with moderate to heavy cleaning
- Computer literate with Microsoft Office (Word, Excel) and Google Docs/Sheets

**Compensation: \$20.00/hourly.** Full-time employee benefits include: medical, dental, and vision coverage; retirement plan; generous paid vacation days plus 10 paid holidays and accrued sick days; EAP program; Flexible Spending Account; and commuter benefits. Raphael House supports a work/life balance for its employees and offers flexible work options.

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**Application Process:**

Please email your resume and cover letter to [careers@raphaelhouse.org](mailto:careers@raphaelhouse.org). Please indicate "Full Time Residential Counselor – YOUR NAME" in the subject line of your email. Please answer the following questions in your email.

- How many years of residential program experience do you have?
- What is the highest level of education you have completed?
- Are you in San Francisco, CA 94109?

**JOB DESCRIPTION REVISION**

**This is not necessarily a complete list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.**

**I can perform the functions of this job as described with or without reasonable accommodation.**

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Raphael House (RH) provides equal employment opportunities without regard to age, ancestry, color, creed, mental or physical disability, marital status, medical condition, national origin, race, religion, sex, sexual orientation, veteran status, or any other consideration made unlawful by federal, state, or local laws*



**An Equal Opportunity Employer**

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