



from homelessness to hope.

**153 East Street 2<sup>nd</sup> Floor  
New Haven, CT 06511  
(203) 492-4866**

**Job Description  
Residential Counselor  
Part time / On Call - Non Exempt**

New Haven Home Recovery Inc. (NHHR) is a private nonprofit organization serving single women who are heads of household and their children in the provision of emergency housing, scattered site apartments, case management, service coordination and housing advocacy. It is our mission to advocate with women and children in the New Haven community as they confront homelessness and HIV/AIDS by promoting their independence in a supportive environment where their potential can be realized. Together we work to change the institutions and oppressive conditions which affect our lives.

**Responsibilities:**

- Site security. Must perform nightly room checks.
- Responsible for securing coverage from the on-call pool when unable to cover shift and must notify the Assistant Shelter Coordinator.
- Client interaction in the form of on-going support, listening and advocacy.
- Complete initial referrals.
- Maintain cleanliness of the shelter by cleaning rooms and completing daily chores as assigned. Also supervises resident cleanup/chores.
- Assist resident with ADL.
- Enforce shelter policies by administering warnings when necessary.
- Monitor supplies and communicate needs to Assistant Shelter Coordinator.
- Monitor phone use by residents.
- Maintain safety of the facility by monitoring security and responding to crisis issues appropriately as trained.
- Communicate with other shelter staff and maintain the shelter log.
- Mandated to report any witnessed or suspected child abuse to Department of Children and Families.
- Distribute donations, food and laundry as directed.
- Maintain strict confidentiality concerning any resident's information, personal information, living information and HIV status.
- Responsible for the health, welfare and safety of all residents during their shift.
- Complete tasks as assigned by supervisor / Assistant Shelter Coordinator.

**Qualifications:**

- Assertiveness, creativity and ability to work independently or with a team.
- Knowledge of community resources and systems.
- Demonstrated initiative, good judgment and self-direction.
- Access to reliable transportation.
- Bilingual (Spanish and English) IS A PLUS.
- Experience with homelessness IS A PLUS.
- High school diploma or equivalency required
- Knowledge of and sensitivity to women's issues (domestic violence, sexual abuse etc.)
- Excellent interpersonal skills.

**Reports to:**

The Residential Counselor reports to the Assistant Shelter Coordinator. Compensation is based on relevant experience and the availability of funding.

*NEW HAVEN HOME RECOVERY INC IS AN EQUAL OPPORTUNITY EMPLOYER QUALIFIED APPLICANTS ARE ENCOURAGED TO APPLY.*