



Job Title: Counselor
Department: VIEWS
Reports To: Director of Housing
FLSA Status: Non-Exempt
Prepared by: Insperity (th)

Date: 12/22/22

Position Summary: Under general supervision, the Counselor is responsible for the implementation, oversight, and monitoring of clinical services provided to residents. In addition, the Counselor maintains a caseload of patients. This position is subject to working evenings and weekends.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Ensures timely follow-up with referral sources and other stakeholders.
- Monitors clinical compliance/quality issues through regular client file audits and prepares reports for Director on findings and action plans.
- Conducts and/or attends staff meetings to assess client progress.
- In coordination with the Director of Housing, revises and maintains client program schedule and corresponding counselors' work schedules to ensure comprehensive and effective programming.
- Maintains clinical expertise to enhance supervision skills through continuing education programs.
- Maintains current knowledge of clinical requirements from all substance abuse treatment contracts and serves as interpreter of clinical standards for facility manager and clinical staff.
- Attends treatment team and Santa Maria meetings and trainings.
- Performs direct clinical services to include group and individual counseling, group education, and case management; carries caseload as assigned.
- Ensures services are documented accurately and within the required timeframe in HMIS and client chart. Maintains treatment and other therapeutic records and ensures documentation accuracy and timeliness complies with licensing and funding regulations.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies: To perform the job successfully, an individual should demonstrate the following:

Communications – Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.

Conflict Resolution – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Education/Experience:

Bachelor's degree (B. A.), counseling or related field from four-year college or university; or four years' directly related experience and/or training; or equivalent combination of education and experience. Three years' experience in substance abuse treatment desirable. Understanding of Motivational Enhancement Therapy or motivational interviewing techniques; trauma, abuse and neglect, violence, Post-Traumatic Stress Disorder (PTSD), and related conditions; Medicaid, TANF.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Must have basic working knowledge of Microsoft Office (Word, Excel, Outlook and Internet Explorer). Knowledge of HMIS is preferred.

Certificates and Licenses:

Must have Drug and Alcohol Counselor Licensure (LCDC) plus two (2) years' experience working in social services field. With two year's substance abuse treatment experience the following licensure may be substituted for an LCDC: Licensed Clinical Master Social Worker (LCSW), Licensed Professional Counselor (LPC) or Licensed Professional Counselor Intern (LPCI), Licensed Marriage and Family Therapist (LMFT). If driving on SMH business, must have a valid Texas Driver's License and provide proof of current insurance.

Supervisory Responsibilities:

Not applicable

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to lift and/or move up to 10 pounds and up to 25 pounds on occasion. The employee in this position frequently walks, uses hands to finger, handle and feel and reaches with hands and arms. The position occasionally requires climbing or balancing; stooping, kneeling, crouching or crawling; tasting and smelling. Specific vision requirements include: close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to sit. There is occasional standing, walking and use of hands to finger, handle and feel.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor / Manager Signature Date

ACKNOWLEDGED: Employee Signature Date

PRINT: Employee Name