



RESIDENTIAL COUNSELOR

About the agency. Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program serving individuals impacted by domestic violence and facilitating an intervention and education program to people who use abuse. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values. In addition, the principles of the Sanctuary Model (a model for prioritizing victims' needs and promoting safety and recovery from adversity) and continuous improvement infuse all aspects of the organization.

About the role. As the Residential Counselor, you will play a key role in the WC&S Wellness Team. You will provide supportive services, crisis intervention, safety planning, and referrals to survivors of domestic/intimate partner violence residing in WC&S' Emergency Shelter. This role is onsite and based out of WC&S' main office facility.

This role provides you with the opportunity to show and grow your crisis counseling, advocacy, and solution-focused skills, and offers you the ability to contribute to the organization's mission. The ideal candidate will have a master's degree and be eligible to work towards clinical licensure (LCSW or LPC) in the Commonwealth of Pennsylvania. While already licensed clinicians are welcome, we encourage those seeking clinical licensure to apply, as they will benefit from receiving clinical supervision, licensure fee reimbursement, and working with a skilled team of clinicians and advocates. If you are an enthusiastic learner eager to develop your skills, provide trauma-informed care, and work with a diverse population experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

Here's what you will do:

- Provide direct service and individual counseling to Residential/Shelter clients, as well as non-residential clients, including referrals, emotional support, crisis intervention, and safety services
- Meet with every adult residential client upon entering WC&S' Residential/Shelter Program to effectively assess mental health needs, provide initial emotional support/coping tools, provide information on supportive services and referrals, etc., and is available as needed for client/resident mental health needs
- Offer supportive services to Residential/Shelter clients by assessing and offering support for their mental health and emotional needs related to the trauma they have suffered as a result of their victimization
- Facilitate weekly mental health/wellness support groups
- Administer and analyze mental health surveys (e.g., depression, hopelessness scales) and provide appropriate interventions
- Coordinate wellness-related activities to residential clients, including identifying, coordinating, and facilitating wellness programming (e.g., yoga classes, wellness workshops, wellness-related materials, etc.) within WC&S' Residential/Shelter Program
- Refer residents to other Victim Service Programs and to other services, supports, and resources



- Coordinate residents' psychological care with Psychiatric Nurse and Psychiatrist from WPIC
- Oversee the psychiatric clinic, including intakes and referrals to the psychiatric doctor as appropriate
- Identify appropriate mental health referrals on an individual basis
- Facilitate support groups for non-resident clients which address trauma, crisis intervention, and the SELF (Safety, Emotions, Loss, Future) model for healing
- This position requires being available Monday through Friday business hours, with 1-2 days per week that include some evening hours, and on-call crisis support, as needed
- Perform other duties as assigned by supervisor

Here's what we are looking for:

- Master's degree in social work, counseling, or psychology required
- Commonwealth of Pennsylvania licensure in social work (LSW/LCSW) or counseling (LPC) preferred; if not licensed, actively working towards obtaining licensure
- Three (3) or more years of direct service experience in human service agency required; experience in victim services strongly preferred
- Three (3) or more years of experience in mental health/crisis counseling required, particularly with adult trauma/victimization, including crisis intervention, de-escalation, and individual/group support; post-graduate experience preferred
- Knowledge of mental health and drug and alcohol systems
- Excellent verbal, written, and interpersonal communication skills in a team environment
- Flexibility to adapt to changing demands and priorities
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamic, culturally specific issues, and child abuse and neglect
- Ability to establish healthy boundaries, trust, respect, and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce and Teams strongly preferred
- Desire to work in an organization committed to accepting every individual's history and perspectives
- Act 33/34 and FBI Clearances required

Typical Starting Salary: \$48,000

About the benefits. WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination or harassment on the basis of race, color, religion, sex (including pregnancy, gender



identity or gender expression, and sexual orientation), national origin, ancestry, place of birth, hairstyle, age, disability, using guide or support animals for a disability, genetic information (including family medical history), familial status, citizenship status, military service, or any other characteristic protected by law. We are committed to providing an inclusive and welcoming environment for all.

TO APPLY:

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line "Residential Counselor" to careers@wcpittsburgh.org.