

FRIENDSHIP HOUSE JOB DESCRIPTION

<u>Position:</u>	Counselor
<u>Supervisor:</u>	Executive Director
<u>Working Schedule:</u>	Full Time: 40 Hours per week, M-F 10:00 a.m. – 6:00 p.m. or as scheduled.
<u>Employment Status:</u>	Hourly/Non-Exempt

Organization Description: Friendship House of Christian Service is a Faith Based Community Development Agency located in the heart of the Billings’ “South Side” neighborhood. Since 1957, we have served as a family and community resource center dedicated to improving the spiritual, social, emotional and economic conditions of the South Side by providing services and opportunities for children, youth, teens, adults, and families.

Our primary focus is building a healthy community based on holistic family programming. We accomplish this goal by providing the following wrap around service programming: Preschool; Youth Afterschool & Summer Enrichment; Teen Programs; Adult Life Skills & Education; Child, Adult and Family Counseling. With our programming and the intentional interaction with other service partners, we touch every area of a client’s life to steer them toward positive outcomes. Through this approach, we serve clients from age 3-103 with best practices programming aimed at transforming a community one person at a time.

Counselor Service Responsibilities

- Coordinate, schedule, lead and offer counseling to youth and families.
 - Assist with counseling children/families as directed and noticed by coordinating and maintaining direct communication with Executive Director, Program Coordinators, and Teachers.
 - Design and coordinate the implementation of counseling of children and families as needed with an emphasis on trauma informed care.
 - Design, develop and maintain detailed confidential records on counseling sessions in necessary databases and save on server.
 - Design or utilize an existing tool and implement an assessment tool to gauge needs in youth in families for ongoing cases.
 - Develop and implement a client treatment plan based on the assessment.
 - Assist teachers/staff with youth behavioral issues in classrooms, field trips, playground, etc.
 - Provide best practices training for teachers/staff on counseling techniques, classroom management, and behavioral and emotional issues.
 - Provide detailed reports, progress, and trends of counseling attendees to Executive Director and other staff regularly and as needed.

- Make regular classroom visits assisting teachers in implementing Friendship House behavioral model and goals.
- Create session notes within 24 hours of seeing a client.
- Pass along session code to Accounts Receivables within 48 hours after a session.
- Assess clients within 30 days.
- Create a treatment plan for each individual within 2 weeks.
- Lead behavioral discussions at staff meetings offering coaching and suggestions to empower Teachers and Program Staff.
- Assist in developing and implementing the infrastructure to bill for services. Remain up-to-date on all billing related regulations, changes, etc. to ensure optimization of billing procedures.
- Refer and schedule families and children with special needs to agencies tailored to those needs.
 - Direct special needs counseling to partners at Churches, YBGR, Aware, New Day, Youth Dynamics, etc.
 - Make Teachers aware of counseling appointments, progress and needs
 - Make regular weekly written, oral and electronic reports on counseling to Executive Director and Program Coordinator and at Teaching Staff meetings.
 - Make behavioral improvement models and goals for students as needed
 - Assist families to reach their personal and relational goals as requested
- Assist with other projects and responsibilities as assigned by Executive Director.
- Deliberately engage local Christian congregations/Pastors/Chaplains to engage our families, serve beside us and support our mission.
- Serve as lead collaborator with partners to implement and evaluate Friendship House behavioral model and goals in harmony with goals of partners.

Acceptable Experience and Training

- Masters Degree in Counseling or Social Work
- Licensed Montana Licensed Clinical Professional Counselor or Social Worker
- Proven track record of leadership and implementation
- Proven track record of counseling and behavioral change with youth
- Strong proficiency in Microsoft Word, Excel, and database programs.
- 2 years experience in counseling youth and families.
- Must be accurate and detail oriented; possess strong organizational and time management skills; and the ability to prioritize competing priorities in a complex and fast paced environment.
- Ability to work under pressure with tight deadlines.
- Must be able to interact professionally with families, donors and volunteers.
- Ability to present Friendship House to groups and individuals
- Excellent communication skills.
- Excellent customer service skills.
- Ability to use good judgment and maintain confidentiality of information.

8/7/19

- Ability to obtain “Primary Care Giver” status with the State of Montana within 1 month of hire.

All Employees’ Responsibilities:

- Support the mission and values of Friendship House.
- Attend staff meetings and regular one-on-one meetings with one’s supervisor.
- Be an active, constructive, and supportive team member.
- Support the Decisions of the Executive Director both publicly and privately.
- Maintain a teachable attitude and spirit.
- Demonstrate superior service to everyone you interact with at Friendship House.
- Work well under pressure, meeting multiple and sometimes competing deadlines.
- Adhere to all policies, systems and procedures of the organization especially regarding confidentiality, risk management, and licensing issues.
- Participate in required training appropriate to your position.
- Become knowledgeable about the policies, procedures, systems, and processes that impact your job and your status as an employee.
- Be able to pass background check and random U.A. tests.
- Participate in developing and implementing goals and plans to prioritize, organize, and accomplish your work.
- Be a public representative of Friendship House.