



**Title:** Licensed Professional Counselor/Case Management Supervisor

**Reports To:** Director of Programs

The Women's Safe House is the oldest and largest provider of emergency services to women and children experiencing domestic violence. We also work with women and families experiencing sexual assault, stalking and human trafficking. The Women's Safe House is a 24-hour facility. We are an active member of the State of Missouri and National Coalitions Against Domestic and Sexual Violence.

The Licensed Professional Counselor/Case Management Supervisor will work directly with the women and children residing at our facility who have experienced domestic abuse. This position will be responsible for providing trauma informed counseling and supportive services to our participants with a women-defined advocacy approach. The Licensed Professional Counselor/Case Management Supervisor will lead a small team to create a collaborative environment in order to help motivate and develop staff while keeping our participant needs a priority.

**Description of Duties:**

- Counsel and encourage participants on personal challenges in their lives and partners with them to make informed choices about their futures; Maintain a caseload; meet weekly or as needed with participants; Monitor participants progress toward stated plans and goals.
- Assist and support TWSH's Case Management team to help women in developing their personalized goals, objectives and plans while providing the best available options to our participants; Expand the continuum of integrated support services for our participants. Services may include, but may not be limited to: providing short-term and long-term medical, nutritional and/or health services; legal remedies and services, public assistance services (e.g., job training, etc.); short-term, transitional and/or permanent housing; child protection services; alcohol and drug evaluation and education; services for persons with disabilities; interpreter/translation services; financial planning and credit rights information; etc.
- Help develop and motivate the Case Management team, building a culture of collaboration, high performance management and accountability.
- Partner with organization leaders to help drive and sustain the requirements of TWSH programs.
- Assist Case Managers and advocates in developing group counseling/discussion skills through modeling of social skills and self-esteem building; Responsible for developing and leading at minimum one ongoing group meeting per week.
- Partner with the Director of Programs to provide staff development training on pertinent topics of special interest to staff and volunteers.
- Partner with the Childcare Advocates to determine recommendations/interventions for parents; refers parents to outside agencies as appropriate to assist with setting up appointments with professionals.

- Partners with the Director of Residential Services and other staff to discuss recommendations on individual case by case needs of the program participants and what is the best trauma informed decision for the participant and the agency; Reviews and partners with other staff to make recommendations in areas of resident requests for shelter stay and extensions.
- Periodically audits case files and reports findings to the Director of Programs.
- Complete all appropriate paperwork on behalf of agency regarding residents' housing.
- Co-administers bus vouchers from the City of St Louis for use by residents.
- Complete appropriate paperwork on behalf of agency regarding residents' housing.
- Conduct weekly support group evaluations and compiles data into report.
- Advocate for clients, with their permission, to other agencies and direct support service organizations.
- Answer the Crisis Intervention Hotline as needed and provides telephone crisis intervention counseling, information, referral and linkage to community resources.
- Acts as Administrator on Duty. On-call position, as needed.
- Provides other duties as assigned related to the Shelter and supporting survivors/their dependent children in a trauma-informed manner.

**Desired Requirements and Skills:**

- Master's Degree in Counseling, Psychology or Social Work. Licensing required.
- Knowledge of counseling techniques, strategies, and parenting; legal mandates regarding provision of services; behavioral management techniques; resources and agencies providing services to parents and children.
- Must have previous leadership experience.
- Preferred experience working with women and children within a domestic violence environment.
- Crisis intervention experience required.
- At times, a flexible schedule is needed to accommodate a 365/24/7 facility. Standard working hours are Monday-Friday. At times, may need to work different shifts to help accommodate the needs of the Shelter. This is an on-call position.

**Other Knowledge/Skills/Abilities:**

- Demonstrate the ability to work well with people of various ethnic, racial, and socioeconomic backgrounds.
- Strong ability to build interpersonal relationships and effectively communicate across teams.
- Must adhere to TWSH policies, procedures, and standards including, but not limited to, confidentiality assisting victims of crime and similar practices.
- A deep appreciation and understanding of the issues of trauma and domestic violence.
- Willingness and ability to convey warmth, compassion, respect and non judgment to people experiencing domestic violence.
- Ability to adhere to safety policies, procedures and practices including, but not limited to wearing rubber sole shoes when lifting and carrying items.
- Must have own reliable transportation, valid driver's license and automobile insurance.

**Working and Physical Conditions:**

- This position will work within an organization serving women and children residing in a domestic violence shelter (confidential location).
- Able to lift up to 25 pounds.

The Women's Safe House is an equal opportunity employer.

For consideration, please submit your resume and cover letter to [amiddleton@twsh.org](mailto:amiddleton@twsh.org).