

# County of Berks

## POSITION DESCRIPTION FORM

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Position Title: Shelter Care Counselor

Department: Berks County Residential Center

Reports To: Shift Supervisor  
(Title)

Wage Category:  Exempt  Non-Exempt

EEO-1  
Category: Protective Service Worker

Union  
Classification: AFSCME-eligible

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### POSITION SUMMARY:

Provide the residents in the ICE/Family Shelter Program with ongoing care while attempting to understand their situation. Responsible for maintaining the atmosphere of security and safety, which will be accomplished through continued training and interaction with other social service agencies.

### POSITION RESPONSIBILITIES:

#### ***Essential Functions***

- Direct supervision of all aspects of resident's daily activities and scheduled programming. Oversight of resident's compliance with facility policies, procedures, and practices. Mentoring, coaching, and counseling residents.
- Planning for and conducting activities with residents.
- Compiling daily statistical logs and report writing.
- Training

#### ***Multi Task Functions:***

#### ***Employee is responsible for the following at all times***

- Provides care for dependent children and families within a minimum secure, residential environment.
- Maintains behavioral security of all residents at all times
- Supervises and interacts with the residents at all times
- Maintains a courteous, respectful, and professional demeanor and atmosphere at all times.
- Acts as a role model.

Effective Date 10/2018

Revision Date: 9/21/18

## **MINIMUM EDUCATION AND EXPERIENCE:**

- Associates degree or 60 credit hours from an accredited college or university in the Human Service Field
- Two years professional experience working with children/youth.
- Any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
- Must complete and maintain the following clearances:
  - PA Child Abuse Clearance
  - PA State Police Record Check
  - Federal Criminal Background Check
  - PA Child Abuse and Report Abuse Training Certificate
  - Staff Health Statement
  - Equip Federal Background Check
- Valid PA Driver's License, must maintain good driving record

## **MINIMUM KNOWLEDGE, SKILLS, AND ABILITIES:**

- Working knowledge of the Juvenile Act.
- Working knowledge of Title 55, Chapter 3800 DHS Regulations, Immigration Family Residential Standards, Flores vs. Reno Court Decision.
- Working knowledge of methods, materials, and equipment used in a residential facility.
- Working knowledge of the social and cultural factors that result in institutionalization and the attitudes and group habits of children and families in a residential placement.
- Working knowledge of Microsoft word and general use of computers.
- Ability to supervise all the activities of all residents.
- Ability to interact well with adults and children in normal and emotionally charged situations in a controlled professional manner.
- Ability to keep simple records, prepare progress reports and perform related clerical tasks.
- Must be 21 years of age
- Must pass a criminal history and child abuse clearance
- Must pass a physical and drug screen.
- Clean appearance, no visible tattoos or facial piercings
- Complete and maintain all BCRC training requirements
- Working knowledge of County, State, and Federal procedure and mandates.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain professional, effective working relationships with employees, supervisors, residents, instructors, community partners, and the general public.
- Ability to exercise discretion, judgement, and confidentiality.
- Ability to maintain confidentiality and security of departmental information and files.
- Ability to ensure compliance with related County and ICE policies and procedures and safety standards throughout department work areas.
- Strong interpersonal skills including the ability to work effectively with individuals who are physically, emotionally, socially, and educationally challenged.
- Ability to establish and maintain positive working relationships.

- Ability to plan, organize work, prepare adequate records, and reports.
- Cleaning/housekeeping duties and other duties as assigned.

**PHYSICAL DEMANDS:**

- Ability to physically restrain residents of all ages.
- Ability to run, bend, lift, push, pull (50lbs.) and carry (50lbs.)
- Long periods of sitting and standing.
- Ability to stay awake and alert for up to sixteen hours.
- Ability to work mandated overtime up to sixteen hours.
- Position requires the ability to respond to emergencies that may require the need to participate in the physical intervention of a resident.
- Ability to deal with stressful situations.
- While performing the duties of this job, the employee is frequently required to walk, sit, talk and hear. The employee is required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds at a distance of 50 feet or less.
- Perform and complete CPR training. Must maintain on an annual basis.
- Use stairs in a multi leveled building. Must be able to climb at least 2 to 3 flights of stairs.

**WORKING ENVIRONMENT:**

- Duties encompass indoor and outdoor activities, which leads to extremes in temperature, humidity, and precipitation.
- Due to emotional status of residents, the environment can become tense and there is always a possibility of dealing with suicidal and violent behavior.
- Possibility of exposure to contagious diseases, bodily fluids, and violent situations.
- While performing the duties of this job, the employee may work in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals. The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.
- Risk of personal safety
- Health risk factors.
- Work is conducted with potential exposure to emotional and physical assault.
- Work is performed under strict adherence to laws, regulations, policies, and procedures.

*This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.*