



## JOB ANNOUNCEMENT

<b>Job Title:</b>	<b>Direct Care Counselor (Relief)</b>
<b>Job Number:</b>	16-012
<b>Location:</b>	Colorado Springs
<b>Department:</b>	Shelter
<b>Reports to:</b>	Shelter Supervisor
<b>Supervises:</b>	None
<b>FLSA Status:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

### COMPANY OVERVIEW

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Urban Peak Colorado Springs emergency shelter, is a 20 bed facility for youth ages 15 through 20. At the shelter, youth have their basic needs met—from meals to personal hygiene—in a safe environment. Beyond basic needs, youth at shelter receive intensive case management, health services, and education & employment support, which are all designed to empower each individual youth build toward self-sufficiency based on their own identified goals and needs. Youth can also participate in a variety of life skills classes, the bike program, and take part in activities in the community, which range from hiking trips to volunteering.

The youth served at the shelter come from a variety of backgrounds, and we strive to be a safe community for all youth, regardless of race, ethnicity, national origin, religion, class, educational background, sexual orientation, gender identity, or ability status.

### JOB SUMMARY

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Under the supervision of the Shelter Supervisor the **Direct Care Counselor** is responsible for ensuring direct care, supervision, and safety of youth at the shelter and delivery of appropriate and effective program services. Supervises youth in accordance with facility rules and regulations, crisis intervention, group facilitation, promotes a therapeutic environment, meal preparation, facilities maintenance, accurate data collection, data entry, and maintains a safe and positive environment.

### QUALIFICATIONS

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- A high school diploma or equivalent plus two (2) years-experience working with high-risk youth populations; or two (2) years of college in a related field such as Psychology, Sociology, or Social Work plus some experience working with high-risk youth populations; or a Bachelor's degree in Social Work or Psychology with experience working in a shelter environment (highly desired).
- Knowledge & understanding of the homeless youth population issues
- Work experience with high-risk, diverse and sometimes resistant adolescent population
- Organized and task and team oriented and able to coordinate with various departments and staff
- Experience working in a shelter environment (preferred)
- Experience in providing trauma informed care or willingness to adapt this approach is required
- Must be insurable as a driver on Urban Peak's auto liability policy to transport youth using an Urban Peak vehicle and an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening

### WORK SCHEDULE

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This is a *relief or as needed position*. This may include day, evening and weekend hours in varied schedule, as well as coverage for several holiday shifts annually. This role requires some flexibility to attend meetings and cover shifts as

needed, being on-call for client emergencies and serving as on-call staff on a rotating basis throughout the year. Hours are subject to change depending on agency needs.

## **COMPENSATION & BENEFITS**

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The starting hourly rate for this position is \$12.48. This position is not eligible for benefits.

## **JOB DUTIES**

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The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

### **Youth Supervision**

- Provide milieu supervision and work to ensure safety of the youth and their environment
- Assure that youth maintain cleanliness of the shelter environment
- Provide direction and support to youth on the completion of daily chores and other milieu activities
- Maintain a welcoming presence and support youth who come into the shelter

### **Assessments**

- Collect and record necessary intake information to reflect the needs of clients
- Assess the appropriateness of client admission to the shelter
- Forward information for further follow-up by the intake supervisor

### **Documentation**

- Accurately document admission and record actual services received by clients
- Collect and maintain accurate data on an ongoing basis
- Document relevant and significant events that occur during shifts in the Communication Log
- Maintain clear and effective communication with other staff regarding clients
- Limited case management requires maintenance of thorough and accurate client files
- Work to ensure client confidentiality
- Direct Care Staff will be trained in QMAP (medication administration) and will be expected to administer medicine as part of their job duty

### **Case Management & Crisis Intervention**

- Facilitate group activities and discussions. A limited caseload may be assigned to this position as the primary case manager, provided that the Counselor has the appropriate credentials. Crisis phone counseling, as needed
- Crisis intervention and support of assigned clients is required of Counselors with added case management duties

### **Facility Maintenance**

- Ensure the shelter is maintained in a clean and orderly fashion
- Address any and all maintenance concerns in a timely and appropriate manner

## **TO APPLY**

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Please submit cover letter, resume, and the names and telephone numbers of three (3) professional and/or academic references to:

Urban Peak Colorado Springs  
ATTN: Human Resources  
423 E. Cucharras  
Colorado Springs, CO 80903  
Email: [coloradosprings@urbanpeak.org](mailto:coloradosprings@urbanpeak.org)

All attachments should be in Microsoft Word (.doc) or portal document format (.pdf). Also, include your first and last name and the title of the position you are applying for in the subject field of the email (Example: Job Title - Last Name, First Name).

This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources we are unable to respond to phone inquiries, including calls to check on the status of a submitted application. Applicants will only be contacted if selected for an interview.

This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

*Urban Peak is an equal opportunity employer and seeks a diverse pool of applicants.*