

**THE WOMEN'S CENTER  
JOB DESCRIPTION**

**JOB TITLE:** Life Skills Counselor

**POSITION:** Full -time, M-F 8am -5pm some evenings and weekends required

**CLASSIFICATION:** Hourly

**DEPARTMENT:** Program and Services

**REPORTS TO:** Director of Counseling and Advocacy

**SALARY GRADE/LEVEL/RANGE:**

**LOCATION:** 505 BUILDING

**JOB DESCRIPTION**

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The Women's Center is committed to providing safety, shelter, support, and confidentiality to assist in the educational development and emotional stability of the adults and children served.

**SUMMARY/ OBJECTIVE:** The primary responsibility of this position is to provide individual case management to clients needing assistance in finding or retaining employment. Also responsible for facilitating the development of others life skills such as personal finance and educational goals.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Work individually with clients to assess their needs, set goals, identify barriers and create a personal plan for achieving goals
- Assist clients in preparing resumes, cover letters, and developing soft skills to achieve employment goals
- Promote financial empowerment
- Maintain client confidentiality including records and paperwork
- Fill out and maintain client-related paperwork, and progress notes
- Counsel clients individually or in group sessions, to assist in overcoming dependencies, adjusting to life, or making changes
- Perform crisis interventions with clients, in person and via phone
- Plan and facilitate ongoing support groups, time limited educational groups and topical group meetings to facilitate the development of independent skills, recruiting outside facilitators when appropriate
- Assess clients for risk of suicide
- Advocate on behalf of clients with other social services and organizations in the community
- Conduct outreach to social service agencies and other appropriate organizations in recruiting clients to the employment program
- Develop and maintain partnerships with area employers and refer clients to partner employers when appropriate
- Work with Volunteer Coordinator to match appropriate volunteers who can conduct workshops

- Maintain accurate and current records and statistics of clients and outcomes, as well as other program statistics for internal use and as required for funding sources
- Receive, record and organize donations
- Adhere to organizational compliance with all local, state and federal regulatory agencies
- Ensure the completion of all required paperwork, records, documents, etc. in a timely manner
- Ensure compliance with all safety and work rules and regulations. Ensure the maintenance of departmental housekeeping standards
- Completes other duties as needed and/or requested by supervisor to align with mission and vision of the organization

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**KNOWLEDGE, SKILLS:**

- Understanding and sensitivity to issues of domestic violence and sexual assault and abuse of children and adults
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation
- Demonstrated interpersonal skills-ability and willingness to collaborate with community members, businesses, and other staff in provision of services to residents
- Strong organizational skills and excellent writing and oral communication skills, including experience with public speaking and/or training programs.
- Proficient in Microsoft Office
- Knowledge of principles and processes for providing customer and personal services in a professional manner. This includes client's needs assessment, meeting quality standards for services, and evaluation of client's satisfaction.
- Sensitivity to women's issues
- Active listening — giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — understanding written sentences and paragraphs in work related documents.
- Time Management — managing one's own time and the time of others.
- Service Orientation — actively looking for ways to help people
- Coordination — adjusting actions in relation to others' actions

- Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**EDUCATION/EXPERIENCE:**

Bachelor's degree in Social Work, Human Services or related field required, Associate degree with 2-3 years' experience will be considered

Experience working with DV/ SA populations preferred

**LANGUAGE SKILLS:** Ability to read, write, speak and comprehend English.

**REASONING ABILITY:** Ability to utilize critical thinking- such as using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Requires reliable means of transportation; however a valid Wisconsin Driver's license and proof of insurance is required if traveling on TWC business which may be necessary. Requires a valid Wisconsin Driver's license and proof of insurance.

**OTHER SKILLS AND ABILITIES:**

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This is largely a sedentary role.
- Some standing during presentations. The ability to lift up to 25 lb.
- Movement between various buildings may be required.

**WORK ENVIRONMENT:** The Work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

- May require work-related travel.
- Works predominantly indoors, but may need to go between different buildings.
- The noise level in the work environment is usually moderate.

**ADA:** This employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

**AAP/EEO:** The Women's center is an equal employment opportunity and affirmative action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, age, protected veteran status, status as a qualified individual with a disability, or any other characteristic protected by applicable federal/state law requirements.

*This Job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.*

Signatures: