

Your Safe Haven, Inc.
Job Description

Job Title: Counselor/Advocate I

Immediate Supervisor: Director of Direct Services/Executive Director

Employment Status: Non-Exempt; 35 Hours/Week

Starting Salary Range: \$30,900 – \$32,700

Overall Responsibility: Provide trauma-informed, culturally responsive, and survivor-centered services to victims of domestic violence, sexual assault, and other serious crimes. Deliver crisis intervention, supportive counseling, advocacy, safety planning, accompaniment, and community resource referrals. Maintain compliance with Pennsylvania Coalition Against Domestic Violence (PCADV), Pennsylvania Coalition to Advance Respect (PCAR), Pennsylvania Commission on Crime & Delinquency (PCCD) standards, and applicable laws. Support the mission and values of Your Safe Haven, Inc.

Specific Duties:

Direct Services:

- Provide direct services via appointment, walk-in, hotline, or phone:
 - Crisis intervention
 - Safety assessment and planning
 - Supportive/empowerment counseling
 - Systems advocacy and accompaniment (legal, medical, social services)
 - Referrals to community resources
- Participate in the on-call rotation, including after-hours coverage and emergency medical or police accompaniment as needed.
- Maintain accurate, concise, and confidential records per agency and funder standards.
 - Enter data into Efforts to Outcome (ETO) system
- Monitor case progress and participate in case management activities.
- Complete procedural services such as:
 - Accompaniment during court proceedings
 - Assistance with providing “prior comment” on legal decisions
 - Coordination of property return
 - Restitution advocacy
 - Support with victim impact statements
 - Assisting with Victims Compensation Assistance (VCAP) applications and follow-up
 - Explain notifications, as required
- Provide services in compliance with confidentiality, privilege, and mandatory reporting laws.

Administrative & Program Support:

- Participate in case management and team meetings.

- Collect and maintain statistical data for reporting and quality assurance.
- Assist with agency outreach, awareness, and prevention activities.
- Contribute to training and cross-training activities for staff, volunteers, and community partners.

Professional Development:

- Complete minimum required training, including:
 - 80-hour domestic violence and sexual assault training (if not already completed)
 - 5-hour practicum for sexual assault counselor qualification
 - Minimum 10 hours of ongoing annual training related to victim services, trauma-informed care, or cultural competence
- Maintain up-to-date knowledge of:
 - Relevant laws (e.g., Protection from Abuse, Sexual Assault Counselor Privilege, Child Protective Services Law)
 - Best practices in trauma-informed, culturally responsive services
 - Agency and funder policies and procedures

Other Duties:

- Perform other related tasks as assigned by the Director of Direct Services or Executive Director.

Qualifications:

- Bachelor's degree in social work, psychology, criminal justice, or related human services field **or** 3 years of significant relevant experience.
- Completion of mandatory training required by PCADV, PCAR, and PCCD standards, or willingness to complete upon hiring.
- Understanding of trauma-informed, survivor-centered service delivery.
- Ability to work effectively in crisis situations, handle competing priorities, and maintain professional boundaries.
- Excellent written and verbal communication skills.
- Commitment to upholding confidentiality and ethical practice standards.
- Reliable transportation, valid PA driver's license, and proof of insurance.
- Act 33/34 Child Abuse, PA State Police, and FBI clearances required.
- Experience working with diverse populations and commitment to cultural responsiveness.

Desirable Qualifications:

- Experience in direct services for survivors of domestic violence, sexual assault, or other victim services.
- Bilingual or multilingual skills.
- Familiarity with Efforts to Outcomes (ETO) or other case management databases.
- Experience providing community training or public speaking.

Work Environment:

- Office setting with frequent field and community work.
- May require flexible schedule, including evenings, weekends, and holidays for on-call rotation.

Ethical Expectations:

- Adhere to agency policies and codes of ethics as outlined in PCADV, PCAR, and PCCD standards, including confidentiality, conflict of interest, and boundaries with clients.
- Uphold and promote the values and mission of Your Safe Haven, Inc.

Staff Signature

Date

Executive Director

Date

Your Safe Haven, Inc. is an Equal Opportunity Employer committed to diversity and inclusion.

Board Approved: July 8, 2025