

Residential Counselor  
REACH Beyond Domestic Violence, Inc.

**The ideal candidate for this role brings a great deal of positive energy to their work, along with an eagerness to engage with others and a willingness to have difficult conversations when necessary. Working with eight different families to support healthy interactions and a healing environment requires patience, persistence, creativity and kindness. This position is responsible for building relationships with survivors and their children and creating a healthy community in the shelter. The hours for this position are 2-10pm, Monday through Friday.**

REACH's Residential Program is a fully staffed, 8-bedroom, home-like building offered for survivors of domestic violence who are in need of shelter. Due to the demand for both shelter space and affordable housing in the Commonwealth, the program is always full and residents often stay for extended periods. Guests include adults and children, and the number of children among the eight families can vary significantly. The shelter is staffed by full time advocates, full and part time milieu staff and many volunteers. All staff work from REACH's core values as described on our website, <https://reachma.org/who-we-are/>.

The Residential Counselor spends time engaging with survivors (adults and children) living at the shelter and supervising assorted shelter activities such as psycho educational support groups, mind/body groups for adults, and after school activities for children. Responsibilities also include assisting families in acclimating to the house, addressing basic needs and developing routines. The Residential Counselor will also perform safety checks, answer the hotline, complete documentation, and provide intermittent transportation. This position is full-time and reports to the Director of Residential Programs.

We believe that successful candidates will demonstrate the following characteristics:

- Work from a philosophy that sees people, not problems
- Eagerness to engage with people of all ages
- Knowledge of the dynamics of domestic and sexual violence and the impact of trauma
- Commitment to a social justice framework
- Excellent communicator
- Strong interpersonal and crisis intervention skills
- Flexible, adaptable, patient, proactive approach – willing and able to do what is required to make the shelter run smoothly

Specific responsibilities:

- Support a healing milieu by working with guests to promote healthy community living, including organizing activities and offering individual and group programming for adults and children.
- Assist new guests with the welcome process, provide an introduction to the shelter staff, guests, volunteers, practices, utilities, etc.
- Ensure guests have access to basic needs upon arrival and support their ongoing efforts to meet their basic needs.

- Assist shelter residents with developing and sustaining routines for the family, including meal preparation, caring for the property, and caring for themselves.
- Provide or help arrange for transportation as necessary.
- Support the Residential Advocates and provide assistance with advocacy related needs as necessary.
- Support the safety of the shelter and the guests by completing periodic rounds of the shelter and property.
- Engage guests as necessary for de-escalation, crisis intervention and conflict resolution.
- Complete any required paperwork including guest documentation, communication logs, and weekend updates.
- Communicate any individual or group concerns or needs at shift changes, both verbally and with appropriate written information in the logs.
- Participate in regular on-call/backup rotation
- Assist in maintaining adequate supplies at the site including purchasing, processing donations and working with guests and staff to monitor usage and needs.
- Attend weekly supervision with the Director of Residential Programs and regular clinical supervision with provider.
- Participate in team meetings and all staff meetings.
- Other duties as assigned by the Director of Residential Programs.

Qualifications:

- REACH seeks candidates with diverse language, cultural, identity or life experience.
- Candidates must have a valid driver's license and reliable transportation in order to transport shelter guests
- Must be able to regularly lift and move 25 pounds in order to assist guests in moving in and out of the shelter and occasionally lift and move 50 pounds
- Role requires the ability to ascend and descend stairs in order to support all guests in a residential setting
- Candidates will be asked to submit to MA Criminal Records Check (CORI)

Salary range: Mid to high \$40s depending on experience. Please send resume and cover letter to Deborah Heimel, Associate Executive Director, at [jobs@reachma.org](mailto:jobs@reachma.org).

REACH Beyond Domestic Violence is a non-profit organization working with survivors of domestic violence to foster safety and support while engaging communities to promote healthy relationships. Our programs include 24-hour hotline services, emergency shelter, support groups, legal advocacy, specialized children's services, community-based survivor advocacy programs and community education and training.

At REACH, we believe that the way we do our work matters. The respectful, equitable relationships we work for in the world have to start with us. We work with communities and individuals to change social

norms and systems of oppression in order to prevent and ultimately end domestic violence. We do this work because we believe change is possible, and we look forward to having you join us.