



## JOB ANNOUNCEMENT

<b>Job Title:</b>	<b>Housing Direct Care Counselor</b>
<b>Job Number:</b>	<b>18-128</b>
<b>Location:</b>	Denver
<b>Department:</b>	80 - Housing
<b>Reports to:</b>	Housing Supervisor
<b>Supervises:</b>	None
<b>FLSA Status:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

### COMPANY OVERVIEW

Founded in 1988, Urban Peak is the only non-profit organization in Denver that provides a full convergence of services for youth ages 15 through 24 experiencing homelessness or at imminent risk of becoming homeless. Our goal is to meet youth where they are and to provide them with the assistance and support they need to become self-sufficient or obtain the necessary services they need to exit a life on the streets. Urban Peak provides numerous programs and services that are founded on the principles of trauma-informed care and Positive Youth Development to assist youth in reaching their potential and living a successful life off of the streets. Services include street outreach, a 40-bed shelter for youth ages 15 through 20, a daytime drop-in center, supportive housing, education and employment services, case management, life skills courses, behavioral health evaluations, meals and more.

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

Under the supervision of a member of the leadership team the **Direct Care Counselor** will be responsible for providing direct supervision of youth at Urban Peak Denver shelter and/or housing programs. This includes assisting youth in increasing self-efficacy and reducing risky behavior, ensuring client safety, providing delivery of appropriate and effective program services and maintaining a safe and positive environment. Duties include supervision of youth in accordance with facility rules and regulations, crisis intervention, facilities maintenance, group facilitation, promotion of a therapeutic environment, accurate, timely and consistent data collection, and data entry. This position will ensure that interactions, interventions and environments at Urban Peak are trauma informed and emphasize the physical and emotional safety of youth and staff.

### QUALIFICATIONS

- A Bachelor's degree in social work or psychology with experience working in a shelter environment is highly desired; or two (2) years' of college in psychology, sociology or social work or a related field and some experience working with high-risk adolescent population; or high school diploma or equivalent and two (2) years' of experience working with high-risk, adolescent populations in a shelter, residential, or transitional housing environment; or an equivalent combination of education and experience
- Able to connect and work effectively with a diverse, resistant street youth population
- Exercise discretion and independent judgment, set clear and appropriate boundaries with youth
- Knowledge and understanding issues of the homeless adolescent population, mental health issues, and substance abuse among high-risk young adults

- Provide services that are trauma informed, appropriate, and effective
  - Problem solving skills (multi-tasking, assessment, organization and prioritization)
  - Team oriented and able to coordinate with various departments and staff
  - Understanding of the provision of and commitment to trauma informed care
  - Must be QMAP certified or eligible for QMAP certification
  - Must be insurable as a driver on Urban Peak's auto liability policy in order to conduct business on behalf of the agency or 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
- Attendance and punctuality are basic job requirements in this job description

## **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.*

*All Direct Care Counselor positions will be responsible for performing the general work duties listed:*

### **Documentation:**

- Accurately document admission record and record actual services received by clients or tenants
- Collect and maintain accurate data on an ongoing basis
- Document relevant and significant events that occur during the shift in the Communication Log
- Maintain clear and effective communication with other staff regarding clients or tenants
- Limited case management responsibilities will require maintenance of thorough and accurate files
- Work to ensure confidentiality

*In addition to being responsible for the general work duties listed above, the **Direct Care Counselor in the Shelter program** may also:*

### **Youth Supervision:**

- Provide milieu supervision and work to ensure the 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 appropriateness of client admission to shelter and forward data to intake supervisor for additional follow-up

### **Case Management:**

- 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)
- Additional case management meetings may be required

### **Crisis Intervention:**

- Crisis intervention with current clients
- Crisis intervention phone counseling, as needed

*In addition to being responsible for the general work duties listed above, the **Direct Care Counselor in the housing program** may also:*

### **Facility Maintenance & Safety**

- Ensure walkways and stairwells are free of debris and/or snow

- Assist tenants with apartment and grounds cleanliness
- Ensure that doors are locked and closed; patrol the property as needed
- Address any maintenance concerns in a timely and appropriate manner
- Meet vendors or contractors as needed on-site and provide access to units and common areas
- Ensure that the grounds and interior common areas is maintained in a clean and orderly fashion
- Support youth through supervision and model appropriate property maintenance by assisting with issues.
- Monitor building access by verifying that guests are on the approved list and monitoring who is coming and going from the property.

## **WORK SCHEDULE**

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This is a full time position. The typical work schedule is Sunday Through Thursday (evenings) 5:00 p.m. – 1:00 a.m. This position may require some weekends and/or evenings to support and attend Urban Peak events.

## **COMPENSATION & BENEFITS**

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The starting salary for this position is 15.04 per hour. Our benefits package includes life, disability, medical & dental insurance, 403(b) plan, paid time off, sick time bereavement time, jury duty, holidays and a RTD Eco Pass.

## **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  
ATTN: Human Resources  
730 21<sup>st</sup> Street  
Denver, CO 80205  
Fax: (303) 295-6116  
E-mail: [jobs@urbanpeak.org](mailto:jobs@urbanpeak.org)

All attachments should be in Microsoft Word (.doc) or portal document format (.pdf). In the subject field of the email include the job number, job title, and your first and last name. (Example: 012345 – HR Specialist – Doe, Jane).

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.***