

SNOHOMISH COUNTY JOB DESCRIPTION

COMMUNITY SERVICES COUNSELOR

Spec No. 2344

BASIC FUNCTION

To provide responsible service delivery to: homeless clients and/or those at risk of becoming homeless or other low income persons.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Interviews clients, reviews records and consults other professional sources in order to identify problems, assess client needs, gather information regarding eligibility for various programs and become acquainted with the clients.
2. Assists clients in accessing needed services and/or programs available through community agencies; makes referrals as appropriate; monitors and measure' client progress.
3. Provides guidance and emotional support to assist clients in understanding and overcoming barriers to housing; assists clients in resolving housing problems and crisis situations.
4. Maintains contacts with area social and health service agencies to keep informed of services available and develop new resources; keeps informed about new developments and techniques in counseling, guidance, and housing.
5. Maintains detailed case records; prepares required reports, forms, documents and grant requests; operates personal computer to record data, write reports, and prepare other written materials.
6. Responds to telephone and written requests for information from potential clients, government agencies, other county departments, human service providers, and the general public.

STATEMENT OF OTHER JOB DUTIES

7. May serve as liaison between the County and program subcontractors, other affected agencies, and various community groups as required; coordinates program activities with other Human Services divisions and programs and with other agencies and groups as necessary.
8. May manage computerized service data and reporting systems using databases and spreadsheets to generate reports and tracking program information as necessary.
9. Performs related duties as required.

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MINIMUM QUALIFICATIONS

A Bachelor's degree in psychology, sociology, social work, social welfare, counseling and guidance or closely related field; PLUS, one (1) year of experience working with and supporting direct services with homeless clients and those at risk of becoming homeless; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities.

SPECIAL REQUIREMENT

A valid Washington State Driver's License, unrestricted except as to vision, will be required prior to appointment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- housing homelessness and low income issues and resources
- functions and resources of social and health service agencies

Ability to:

- effectively interview clients, prepare action plans, determine courses of action and evaluate individual progress
- establish and maintain rapport with clients, guide them toward positive goals and communicate with them in both supportive and confront modes
- communicate effectively with people regardless of age, sex or social, economic, or cultural background including persons with social or behavioral issues
- respond effectively in crisis and emergency situations
- express ideas and recommendations clearly and effectively both orally and in writing
- establish and maintain effective work relationships with social service system officials, community organizations and agency staff, associates, other county employees, and the public
- follow oral and written instructions
- maintain detailed records and prepare clear, concise written reports
- exercise initiative and judgment and make decisions within the scope of assigned authority
- read, interpret, and apply work-related laws, rules, and other regulations
- operate a personal computer for data entry, word processing, and to develop job related materials

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SUPERVISION

The employee reports to an administrative superior as assigned. Work is performed with considerable independence and is reviewed for quality, adequacy of professional judgment, and compliance with established goals and policies through conferences, case record narratives, reports and appraisal of results obtained.

WORKING CONDITIONS

Work is performed in the usual office environment and in a variety of community settings.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: October 2011

Revised: March 2017

EEO Category: 2 - Professionals

Pay Grade: 237 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous