

**SNOHOMISH COUNTY JOB DESCRIPTION**  
**RESIDENTIAL SERVICES COUNSELOR – SENIOR**

Spec No. 4075

**BASIC FUNCTION**

Employees perform counselor duties limited supervisory functions as a substitute for absent Residential Services Supervisor. Duties include providing direction, guidance and advice to Residential Services Counselors, residents and family regarding the program, operations and responsibilities of the Secure Crisis Residential Center.

**STATEMENT OF ESSENTIAL JOB DUTIES**

1. Duties may include, but are not limited to, overseeing program operations that supervise residents in the program.
2. Assigns, directs, and reviews work of Residential Services Counselors, as needed.
3. Acts as a liaison with community based treatment, school and program providers; performs ongoing public relations work; trains volunteers; assists in program development.
4. Prepares treatment plans for residents through needs assessment and screening, facilitates community services and treatment referrals.
5. Assists in resolving behavioral problems/crisis situations of residents by using problem-solving and anger management techniques; de-escalation techniques; may investigate unit incidents, and prepares appropriate written forms.
6. Maintains case files, prepares written reports and maintains statistical database for program operations.
7. Assists residents in development of personal care plan providing guidance regarding programs and services to assist with problematic behaviors, i.e., survival skills, drug and alcohol awareness, avoiding "anti-social" influences, anger management, etc.
8. Participates in staff discussion to suggest improvement to program, systems and procedures, schedules coverage for Secure Crisis Residential Center as designated.
9. May perform the duties of a Residential Services Counselor.
10. May perform other duties as assigned.

**MINIMUM QUALIFICATIONS**

A Bachelor's degree from an accredited college or university in social science or closely related field; OR Associates degree from an accredited school, college or university OR two (2) full years of college AND one (1) year of experience in a residential care program for adolescents. Must pass job related tests.

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**SPECIAL REQUIREMENTS**

Must be 21 years of age.

Must have a valid Washington State Driver's License for employment.

A current food handler's card.

Ability to acquire a Red Cross First Aid Certification within six (6) months is required.

Must successfully pass a criminal background investigation, reference verification, polygraph examination, psychological examination and a physical examination.

Satisfactory completion of the Juvenile Services Academy Training as instructed by the Washington State Criminal Justice Training Center within six (6) months of employment.

**KNOWLEDGE AND ABILITIES**

Knowledge of:

- excellent interpersonal skills for daily interaction with a variety of residents with special needs as well as visitors, co-workers, management and line staff;
- policies and procedures governing the daily operation of the juvenile corrections facility and secure Crisis Residential Center;
- department behavior management system and appropriate crisis intervention techniques;
- basic interviewing, diagnostic, and counseling techniques;
- juvenile individual and group behavior patterns;
- good written communication skills for completing reports and updating records;
- good oral communication skills for dealing with residents, co-workers, visitors and staff.

Ability to:

- establish and maintain effective working relationships;
- explain and guide others in the implementation of policies and procedures;
- monitor the activities of program residents;
- maintain a professional, calm, and objective demeanor at all times, including confrontational, violent, and other stressful situations by de-escalating volatile and emotional residents without physical intervention;
- express idea and recommendation effectively orally and in writing;
- identify and resolve problems within assigned scope of authority;
- utilize computerized record keeping systems to access and input information;
- maintain necessary records and prepare required reports;
- recognize situations which threaten the safety and security of individual and/or the facility and to quickly determine the most appropriate action in accordance with department policies and procedures.

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**SUPERVISION**

The Residential Services Supervisor provides general supervision for routine operations. The work is performed with a high degree of independence and is reviewed through conferences and meetings.

**WORKING CONDITIONS**

Positions in this class typically require work performed indoors in office environment and outdoors when transporting resident; may require physical stamina; i.e. standing for prolonged periods of time; exposed to diseases and high noise levels.

The work is performed primarily within the Snohomish County Juvenile Detention Center which is a 24-hour per day, seven (7) day a week operation. The employee may be assigned to any shift and may be required to work on weekends, holidays; may require mandatory overtime.

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: 8/99

Revised: 6/01

EEO Category: 2 – Professionals

Pay Grade: 236 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous