

SNOHOMISH COUNTY JOB DESCRIPTION

RESIDENTIAL SERVICES COUNSELOR

Spec No. 4074

BASIC FUNCTION

Employees perform counselor related duties including but not limited to the needs/assessments of youth/family and Washington State Department of Social and Health Services. Family and youth recommendations for resolution of conflicts or placement difficulties. Provides program participants with informational materials or consult concerning a youths at risk behavior.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Duties may include, but are not limited to, supervising residents in a residential unit, control responsibility, and supervising, planning, and organizing the involvement of resident in recreational and leisure activities.
2. Reviews law enforcement presentations to ensure accuracy of information pursuant to compliance with Washington State established admissions criteria.
3. Assists in resolving and providing advice regarding the behavioral problems/crisis situation of residents and families by using problem-solving and anger management techniques; de-escalation techniques; may investigate unit incidents, and prepares appropriate written forms.
4. Assists residents in development of personal care plan or resident treatment plan; counseling and guidance, i.e., survival skills, drug and alcohol awareness, avoiding "anti-social" influences, anger management, etc.
5. Schedules telephonic and personal court reviews. Arranges for the attendance in court of involved parties. Prepares and presents recommendations and facilitates compliance with court orders.
6. Acts as a liaison with community based treatment, school and program providers; performs ongoing public relations work; trains volunteers; provides residents with program orientation, community service information and treatment referrals.
7. Performs escort duties and security duties in the control of contraband and the security of the unit.
8. Participates in staff discussion to suggest improvement to program, systems and procedures, schedule coverage for Secure Crisis Residential Center as designated.

MINIMUM QUALIFICATIONS

A Bachelor's 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. Youth care experience (foster care or in a group setting) may substitute for education on a year-for-year basis. 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 handlers 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.

KNOWLEDGES 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 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 resident without physical intervention;
- express ideas and recommendations 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

The work is performed in an office environment and outdoors when transporting residents. 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](#)

Classification Established: August 1999

Revised: June 2001, January 2003, January 2006, January 2008

EEO Category: 2 – Professionals

Pay Grade: 235 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous