



Job Description: Salaried

Job Title:	Mental Health Disability/Job Counselor
Department:	Workforce Development
FLSA:	Exempt
Job Classification:	Salaried
Reports To:	Senior Case Manager
WC Classification:	
Direct Reports:	None

Job Summary

Delivers counseling and other services to homeless clients to meet HUD grant requirements

Essential Functions of the Job

- Performs outreach to homeless people on the street, in shelters and other places used or frequented, to provide information on mental health, disability and retention services
- Provides one-on-one and group counseling on addiction and recovery issues
- Assists program participants with employment search assistance and retention services once employment is obtained by participant
- Facilitates employment related workshop for program participants
- Establishes relationships with employers to create available job slots for program participants
- Provides job workshop participants information on mental health, disability and retention services
- Creates and explores new job opportunities for clients with addiction and recovery issues
- Works with Department of Rehabilitation and Employment Development Department counselors in accessing vocational services for clients
- Advocates for clients, including follow-up and referrals to housing and employment services
- Maintains case files, including records, notes and client evaluations
- Contacts clients, landlord or employer to verify housing and/or employment status
- Facilitates and establishes retention support groups
- Provides technical assistance to employers on disability-related issues
- Assists in developing incentives for clients to maintain contact with Goodwill in order to track employment and housing retention status
- Assists clients in accessing mainstream health, social services and employment programs

Knowledge, Skills and Abilities

- Minimum Education (or substitute experience) required: Bachelor's degree in Social Work or related field
- Minimum Experience required: Three years experience as a vocational counselor with a diverse population, with experience in counseling, coaching and crisis intervention
- Skills/Knowledge:
 - Working knowledge of Microsoft Office suite: Word, Excel, PowerPoint and Internet Explorer
 - Excellent written and verbal communication skills in English, including the ability to facilitate meetings and train staff/participants
 - Knowledge of disability-related employment regulations, including the Americans with Disabilities Act
 - Strong organization skills and attention to detail
 - Ability to handle multiple priorities and give work direction to others
 - Ability to facilitate adult learning and vocational development processes
 - Ability to work with and provide direction to individuals with diverse backgrounds including but not limited to the following areas: age, race, gender, ethnic origin, physical and mental abilities, skill levels, socio-economic background and previous employment experience

Credentials, Certifications, Licenses required

- Valid CA Class C driver's license with acceptable driving record per Agency insurance requirements

Other Duties as Assigned

Competencies

- **Research Skills:** Gathering data, facts and impressions from a variety of sources about staff members; seeking knowledge about policies, rules, laws, precedents or practices; managing the data flow; classifying and organizing information for use in decision-making and monitoring
- **Problem Analysis:** Identifying the important elements of a situation by analyzing relevant information; framing problems; identifying possible causes; seeking additional needed information; framing and reframing possible solutions; exhibiting conceptual flexibility; assisting others to form reasoned opinions about problems and issues
- **Professional Judgment:** Reaching logical conclusions and making high quality, timely decisions based on the best available information; exhibiting tactical adaptability; giving priority to significant issues
- **Organizational Ability:** Planning and scheduling one's own and others' work so that resources are used appropriately; and short and long-term priorities and goals are met; scheduling flows of activities; establishing procedures to regulate activities; monitoring projects to meet deadlines; empowering the process in appropriate places
- **Implementation Skills:** Making things happen; putting programs and change efforts into action; facilitating coordination and collaboration of tasks; providing "midcourse" corrections when

actual outcomes start to diverge from intended outcomes or when new conditions require adaptation; supporting those responsible for carrying out projects and plans

- **Instructional Skills:** Creating a culture for learning; envisioning and enabling with other staff members for the improvement of teaching and learning; recognizing the developmental needs of employees; designing positive learning experiences; accommodating differences in cognition and achievement; mobilizing the participation of appropriate people or groups to develop these programs and to establish a positive learning environment
- **Interpersonal Sensitivity:** Perceiving the needs and concerns of others; dealing tactfully with others; working with others in emotionally stressful situations or in conflict; managing conflict; obtaining feedback; recognizing multicultural differences; relating to people of various backgrounds
- **Oral and Written Expression:** Making oral presentations that are clear and easy to understand; clarifying and restating questions; responding, reviewing and summarizing for groups; utilizing appropriate communication aids; being aware of cultural and gender-based norms; adapting for audiences. Expressing ideas clearly; writing appropriately for different audiences; preparing brief memoranda

Physical Factors

- Essential Physical Tasks:
 - Sitting and standing; requires occasional bending, twisting, reaching, pulling, walking and lifting up to 50 pounds
- Typical Working Conditions:
 - Inside and outside work, normally 5 days a week, with some evening and weekend work
- Equipment Used:
 - Desktop or laptop computer