



**Position Title:** Relief Counselor  
**Program/Dept:** Laurel Creek (Crisis Residential Treatment Program)  
**Reports to:** Program Director  
**Classification:** Relief, On-Call Status, Non-Exempt  
**Compensation:** \$12.50 – \$13.50 hourly, DOEE (non-benefited position)

**Agency Description:** Caminar is a nonprofit agency with over 40 years of experience providing community-based support services for people with disabilities. Caminar services are designed to enable adults and older adults with mental health, physical and developmental disabilities to live and work in their community in accordance with their ability and desire. **Our mission is to improve the quality of life for people with disabilities by providing opportunities to live in the community with dignity and independence.** The agency employs approximately 400 of the most dedicated and professional staff serving the communities of San Mateo, Solano and Butte counties.

**Position Description:** Under the supervision of the Program Director, Relief Counselors, who replace regular Counselors in their absence or who supplement the counseling staff, provide support and assistance to clients through individual and group counseling in a crisis residential treatment program. Relief Counselors work as needed to relieve full-time staff. Applicants must be available for day, evening, overnight and/or weekend shifts. The ability to work several shifts per week is also strongly preferred.

#### **Essential Duties & Responsibilities:**

- Responsible for reporting work availability on a weekly basis to the designated program representative. Must be regularly available to work day, evening, overnight and/or weekend shifts as needed.
- Develop and maintain a respectful, caring, tolerant, ethical, and empowering relationship with all individuals served.
- Provide intake services, including taking and assisting appropriate referrals, conducting intake interviews, completing necessary paperwork; design and formulate client treatment plans; explain program rules and relations and otherwise acclimate to the facility.
- Establish and maintain clear and effective communications with clients, ensure that their needs are met, assist them in the development and implementation of their treatment plans, and prepare them for the next level of care or other discharge options.
- Assist clients with medications. To educate, monitor and record medications appropriately. Interact with and assist the attending psychiatrist. Continually educate oneself about psychiatric medications, their uses and side effects. Monitor and document clients' intake of psychiatric medications and ensure that medications are handled and stored in accordance with established program procedures and licensing regulations; regularly review medication logs to ensure that they are accurate and complete.
- Provide informal counseling, focusing on the client's immediate situation and needs. Provide Cognitive/Behavioral types of intervention allowing the client to work toward achieving their immediate goals and recognizing their strengths.
- Provide Crisis assessment and intervention. Appropriately assess the escalation of a situation to intervention and de-escalate or to make appropriate decisions to manage the safety of others and self. Interface with crisis/emergency responders as necessary.
- Provide for the security of the program, set appropriate limits, consequences and maintain consistency, provide appropriate role modeling and confidentiality. Work in conjunction with co-workers and establish teamwork.
- Document according to Medi-Cal and Community Care Licensing requirements. Ensure that all pertinent information is recorded in the client notes. Document clients' progress in program charts and conduct regular chart reviews in accordance with established program procedures.
- Assist program management in ensuring compliance with all agency policies and procedures, contractual agreements, licensing and certification requirements, and local, state, and federal laws and regulations.

- Facilitate various groups (e.g. educational, community, medication, symptom management, and other counseling groups) in order to enhance clients understanding, acceptance and personal rights. Provide a well-rounded curriculum to expand client's awareness of arts, nature, sporting events and by arranging and escorting clients to outings into the community.
- Provide one-to-one and group counseling to program clients, as assigned and as necessary.
- Conduct educational classes for program participants, as assigned, ensuring that the curriculum for such classes is documented, regularly updated, improved, and expanded.
- Perform toxicology screening as necessary. Participate in tox screen training. Perform both urinalysis and breathe screens as needed. Observe collection of specimens in order to assure specimen security and perform the analysis.
- Attend minimum 20 hours of continuing education per year as required by the Department of Mental Health / Community Mental Health.
- Transport clients in the agency van to doctor appointments, outings and with other various errands. Pick up medications and items from store as necessary.
- Provide accurate, timely, and complete transfer of program and client information to other staff as they begin their shift. Communicate effectively, respectfully and professionally with peers, supervisors and county personnel.
- Assist program management with ongoing development, implementation, evaluation, and refinement of documented curriculum in support of all classes and groups provided.
- Remain alert and perform job functions as assigned and as necessary during awake overnight shifts.
- In conjunction with all other program staff members, actively participate in the effort to ensure that the facility environment is homelike, clean, safe, attractive, and comfortable at all times. Notify program management of all needs for repair or maintenance of the facility or program vehicles, involving clients when appropriate.
- Assist program management to create and maintain a safe and professional working environment free of hostility, harassment, and discrimination.
- Educate clients about and enable them to make use of free and low-cost community resources for social and recreational use, as well as service resources, such as AA and NA.
- Participate in staff meetings and attend other meetings, as assigned and required.
- Attend and participate in regularly scheduled supervisions sessions.
- Complete and submit accurate time sheets and absence reports to program management in a timely manner.
- Assist program management in maintaining the program budget by carefully managing resources and by exploring and recommending cost saving measures and approaches to service delivery.
- Promote within the agency and the general public the philosophy and practice of social rehabilitation.
- Assist clients with room maintenance, laundry, meal planning and preparation, shopping, and cooking.
- Perform other related duties, responsibilities and special projects as assigned.

**Qualifications, Skills & Abilities:**

- Must be passionate about Caminar's mission.
- Must be available to work day evening, overnight and/or weekend shifts on a short notice, and to work overtime when required. Ability to keep a flexible work schedule is therefore essential.
- High school diploma or GED required. Bachelor's degree is strongly preferred.
- Experience in psychiatric rehabilitation, and preferably 1 year in a social rehabilitation environment that is licensed by Community Care Licensing is preferred.
- Must have excellent computer skills, including extensive work with Microsoft Office (Word, Excel, Publisher, et cetera).
- Ability to maintain a high level of confidentiality, a professional demeanor and to represent the organization in a positive manner at all times.
- Must demonstrate acceptable level of maturity, good judgment, and emotional stability.
- Problem solving—identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.



- Customer Service—manages difficult customer situations, responds promptly to customer needs and solicits customer feedback to improve service.
- Oral and written communication—speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings. Completes written progress notes and other formal communications skillfully and professionally.
- Quality management—looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Planning/organizing—prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Adaptability—adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security—actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Must be a dynamic self-starter with demonstrated ability to work independently on special projects.

#### **Physical, Environmental and Mental Requirements:**

- Physical: Occasionally required to push/pull objects up to 50 lbs, and to lift/carry objects up to 25 lbs. Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, sit for extended periods.
- Sensory: Frequently required to read documents, written reports, and plans. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.
- Cognitive: Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time. Must be able to remember multiple tasks/assignments given to self and others over a period of several days.
- Environmental Conditions: Frequent exposure to varied office and mixed (residential/office) environments. Occasional exposure to toxins and poisonous substances, dust, and loud noises.
- Equipment: Frequently required to use a computer, phone, and fax machine.

#### **Special Requirements:**

- Must be able to meet and receive a criminal records clearance, as required by Title XXII, other licensing regulations, and/or Caminar practices.
- This position will require frequent driving so maintaining a valid driver license, reliable personal automobile, a clean driving record, and current insurance as required by law are essential job requirements.
- TB clearance and Physical exam post-offer, pre-employment.
- Must obtain and maintain CPR/First Aid certification.

#### **How to Apply:**

Please send a letter of interest and current resume to: [jobs@caminar.org](mailto:jobs@caminar.org) (include "LC-RELIEF" in the subject header of your email). No phone calls please.

*Caminar is a leader in providing innovative client-oriented mental health services. We are an equal opportunity employer. Please visit our web site at [www.caminar.org](http://www.caminar.org)*