GOODWILL INDUSTRIES OF SOUTH CENTRAL WISCONSIN, INC.

JOB DESCRIPTION

POSITION: Group Home Resident Counselor

FLSA STATUS: Non-exempt

REPORTS TO: Group Home Program Manager

SUPERVISES: None

PURPOSE: To provide ongoing care and treatment to consumers with diagnosis of severe mental illness in a community based residential facility.

MINIMUM QUALIFICATIONS:

A. Knowledge, Skills, and Abilities

1. General knowledge of mental illness and its treatment, including the ability to identify and assess symptoms of mental illness.
2. Ability to work effectively with persons with mental illness, their families, other service providers, and the community members at large.
3. Ability to act as an advocate for client needs and services.
4. Ability to communicate effectively orally and in writing. Quality interpersonal and communications skills.
5. This position requires the possession of a valid Wisconsin driver's license.

B. Education and Experience:

1. Qualified candidates are required to have completed 60 credits toward a bachelor’s degree in social work, psychology, or a related field. An associate’s degree in human services field or equivalent experience will be considered.

DUTIES AND RESPONSIBILITIES:

1. Perform various clinical and behavioral interventions as directed by Management, demonstrating competent behavioral and clinical interventions working with consumers. Rating 5.
2. Provide training, assist and supervise residents in accomplishment of daily living tasks, routine household operations and improvement of skills in the same. Rating 5.
3. Positively communicate with peers and management to achieve the best possible outcomes for Goodwill. Be responsive and respectful toward others within the
organization. Demonstrate a “how can I help you” attitude and a willingness to serve others in a timely manner. This includes both participants and Goodwill employees. (5)

4. Be responsive and respectful toward customers of Goodwill at all times. Demonstrate a high focus on serving our customers. This includes donors, shoppers, contributors, vendors, visitors, etc. (5)

5. Work in cooperation with others in Goodwill through collaboration and solidarity to ensure all requirements of the company as a whole are met. (5)

6. Responsibly perform all job duties within the guidelines of Goodwill policies and procedures. (5)

7. Perform all job functions in a manner that is considered safe by Goodwill standards, follow established safety rules while performing duties, and report known safety accidents and hazards in a timely manner. (5)

8. Be respectful of the property of Goodwill, its employees, and its mission. This includes demonstrating a regard for Goodwill assets including property, equipment, finances, people, and using materials efficiently. (5)

9. Supervise resident medications, dispensing accurately, reporting resident compliance to other staff. Rating 5.

10. Monitor and report on symptoms, abilities, and areas of difficulty to Manager, other staff, case managers, and other service providers. Rating 5.


15. Provide support and training to residents in community integration activities, including informed use of the fullest range of generic community resources. Rating 4.


17. Perform routine maintenance and housekeeping duties, including cleaning, shopping, meal planning, and minor repairs. Rating 4.
