



## Residential Counselor

For 50 years, [Bridge Over Troubled Waters](#) has provided a comprehensive continuum of care for runaway, homeless, and high risk youth in Boston, and has been a national model in providing innovative youth services. Our mission is to transform the lives of youth through safe, supportive and encouraging relationships, counseling, housing, and skill-building, to guide them towards self-sufficiency and achieving their goals.

As a Residential Counselor, you will be responsible for overseeing all residents in the Emergency Residence (ER) Program. The ER Program is a short-term, transitional residential program for youth facing homelessness. In this program, youth commit to working with a counselor, maintaining employment, saving a portion of their income, continuing their education, and working with case managers to secure long-term transitional or permanent housing. As a Residential Counselor, you will meet individually with residents to provide therapeutic counseling and support services. Your assessments, supports, and referrals will help youth meet their goals of securing long term housing and accessing ongoing services to reach longer term milestones.

You could be a great fit for our team if you are committed to collaborating with all youth who come through our doors, helping to find creative solutions to difficult problems in an effort to help them reach their goals. Residential Counselors work either a daytime or overnight shift.

### **RESPONSIBILITIES**

Your work as a Residential Counselor will focus on the following:

- Supervise the activities of residents in the Emergency Residence program, while actively engaging in supports provided
- Assist in the development and implementation of appropriate service plans with residents

- Orient new youth to the program, including giving facility tours, filling out the appropriate paperwork, and reviewing program policies and procedures.
- Maintain an active caseload of residents and perform clinical supervision, including keeping active case notes
- Provide residents with advocacy, referrals, crisis intervention and supportive counseling
- Ensure residents are following the guidelines and expectations of the program; giving consequences or discharging when appropriate
- Monitor and ensure the safety of residents, implementing crisis intervention as necessary
- Lead daily facilities management, including meal prep setup and breakdown and setting up the Welcome Center for new residents
- Coordinate recreational activities and events, including logistics, materials, and supplies
- Assist residents in maintaining standards of cleanliness in the facility
- Maintain program records, resident log information, and prepare and submit program updates
- Ensure that all activities, services and programs through Bridge are conducted in a manner that is sensitive to and shows respect for the cultural and ethnic diversity for all Bridge clients.
- Attend and participate in all required program meetings including weekly supervision with Residential Coordinator and all staff meetings

## **QUALIFICATIONS**

It takes a special person to serve as a team member at Bridge. Before applying, please consider the following qualifications, skills, and experiences that we have found lead to success as a Residential Counselor. We do not expect candidates to meet all of the criteria listed below. Reviewing the qualifications can help you to better understand what will be expected of you as a member of the team.

If you believe you have “what it takes”, please submit an application. We will be excited to hear from you and each application will be carefully reviewed and acknowledged by a member of our team.

- 1- 2 years of experience working with youth ages 18-24 in one or more of the following areas: housing management, job development, community relations, substance abuse or recreational counseling. Can also include supervised internship experience.
- A Bachelor's Degree in Human Services, Social Work, or any other related degree strongly preferred
- Comfort and confidence working in a fast-paced, dynamic work environment with an ability to collaborate and problem solve across multiple teams and stakeholders
- Ability to identify and execute effective problem solving strategies, with experience practicing sound crisis intervention and conflict resolution
- Ability to develop and maintain professional working relationships with residents, staff, co-workers, and supervisor
- Ability to work effectively with diverse populations and cultural groups
- Passion and commitment in working with homeless and transitional youth population
- Valid driver's license required and continuous clean driver's record

Duties will be performed both in an office environment and in the field, where program residents reside. Because program residents have varied schedules, case management may take place out of regular business hours; a flexible schedule and ability and willingness to work outside of regular business hours is essential.

## **COMPENSATION & BENEFITS**

Bridge Over Troubled Waters is an Equal Opportunity Employer and offers a competitive salary and benefits package including medical, dental and vision plans, paid time off and a retirement savings plan.

The Residential Counselor role is a full-time role based at the Bridge Headquarters in downtown Boston and reports to the Emergency Residence Program Manager. Salary for this position starts at \$17-\$19/hour and is commensurate with experience.