



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 411.2

Job Title: **COUNSELOR**

Pay Grade: 20

GENERAL SUMMARY:

Interviews, counsels, screens and assesses clients for social services provided by the City and provides referrals to the local service community.

RESPONSIBILITIES:

- Interviews, screens and assesses applicants' eligibility for program participation.
- Provides intervention counseling, evaluates needs and concerns and makes referrals to appropriate community service/counseling organizations.
- May counsel crime victims and/or family members.
- Maintains and expands relations with the social services community to ensure clients' needs are met.
- Maintains client records ensuring data is included for effective follow-up and required reports.
- Follows up with clients in clinical treatment and self-help groups.
- Serves as project coordinator with public agencies by organizing and maintaining record of committee meetings.
- Produces special reports, as requested, from project files and data.
- Prepares and delivers educational presentations for training and/or generating community interest and support.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in a social or behavioral science, such as Sociology, Psychology, Social Work or Counseling.

EXPERIENCE:

Two years of professional experience in counseling or related social services work are required.

A Master's degree in a social or behavioral science may be substituted for the experience requirement.

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Counselor
Senior Counselor

Effective: October 1990

Revised: August 2004