



NEW ENGLAND CENTER
AND HOME FOR VETERANS

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Position Title: Low Demand Evening Counselor
Department: Human Services Department
Supervisor: Low Demand Program Manager
Exemption: Non-Exempt
Schedule: Monday – Friday 6pm to 10pm

Job Summary:

The Low Demand Program is a new program funded by the US Department of Veterans Affairs Grant and Per Diem (GPD) Program and commenced on October 1st, 2020. It is a twenty bed, 24/7 low threshold program for Veterans experiencing homelessness, diagnosed with mental health and/or substance use disorders, who may not be ready to engage in behavioral health treatment.

This position works closely with Low Demand team, Operations team, and other NECHV program staff and VA GPD Program Liaisons to ensure highest quality of Trauma Informed and Harm Reduction services to meet Veterans' needs and goals, and assure programmatic safety. This position is considered "essential staff" and requires working during holidays and/or inclement weather.

Responsibilities:

- In collaboration with other program staff and VA Coordinator, work within the low threshold model of service and care, in a twenty bed, 24/7 program.
- Work to maintain safety within the Low Demand Program, manage crisis situations and intervene with caseload and Center residents when needed and alerted. Work collaboratively with Operation Staff. Respond and follow up with event reports.
- Work with Harm Reduction, Motivational Interviewing, Trauma Informed and Person Centered models of care with all program participants
- Communicate and document relevant information about the shift. Abide by documentation protocols.
- Maintain positive working relationships with NECHV staff, especially Operations Staff.
- Become familiar with referrals and resources to ensure that participants' immediate needs are met.
- Work collaboratively with other NECHV programs, departments, and the Veterans Administration, maintaining positive relationships.
- Must abide by the professional guidelines set by the Human Services Department.
- Attend meetings/trainings as required.
- Perform other duties as needed and as assigned.

Qualifications:

- Associates Degree
- Three to five years' experience working with substance abuse, mental illness, and with a diverse population.
- Veteran status a plus.
- LADC or CADC preferred.
- Must have knowledge, experience and skills working with Motivational Interviewing, Harm Reduction, Trauma Informed and Person Centered models of service.



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- Must have knowledge, experience and skills in crisis intervention and de-escalation of potential situations.
- Must have strong communication and interpersonal skills.
- Must be able to maintain personal and professional boundaries with colleagues and participants.

Essential Functions of the Job:

- Must be able to work within the low threshold model of care and maintain a positive working relationships with Low Demand and other Center staff, VA staff, and other community agencies such as Emergency Services and Police Dept.
- Must be able to remain awaked during all shifts.
- Strong written and oral communication skills.
- Ability to work respectfully with a challenging and diverse population.
- Proficiency with computers/databases.
- Ability to gather and report data for reporting and maintain participant files and records according to standards set for the program.