



Volunteer Management Program
Boys & Girls Clubs of Garden Grove, Inc.
10540 Chapman Avenue
Garden Grove, CA 92840

FYOP COUNSELOR

Class: Volunteer
Commitment: Complete a minimum of 250 volunteer hours
Schedule: M-Th 11:00am-8:00pm, F 9:00am-6:00pm & Sat 9:00am-5:00pm
Location: Family & Youth Outreach Program

Position Summary: Placed at the Family & Youth Outreach Program as a counselor to provide comprehensive mental health services, case management and other related support services to children and their families. Responsible for meeting weekly productivity expectations and maintaining accurate and up to date records of all services rendered in accordance with Board of Behavioral Sciences, state and county regulations while maintaining an active caseload.

Essential Duties & Responsibilities

- Communicate professionally and effectively with Program Director and team to build positive working relationships and a productive work environment
- Ensure a productive work environment by working as a team member, contributing to team meetings, and providing feedback to support decision making
- Attend weekly clinical supervision sessions, staff meetings, conferences, and trainings as required
- Maintain minimum caseload of 5 active clients for individual or group counseling
- Facilitate one round of educational classes or process groups each semester/quarter
- Effectively support the planning, development, and implementation of counseling programs, services, and activities
- Apply related coursework, training and knowledge of conflict resolution strategies and case management
- Utilize knowledge of HIPAA and BBS and follow confidentiality regulations
- Adhere to proper/mandated documentation procedures/guidelines and processes according to FYOP and BBS standards in a timely manner
- Manage client files and complete CAR, suicide and homicide reports as necessary
- Provide parent support for improving child's functioning through counseling, resources and referrals with the county
- Complete daily process notes for each client in caseload within 24 hours and keep client information up to date
- Document all services rendered during phone contact, completed services, referrals, etc. in database and case notes
- Ensure mental health and crisis services are coordinated and accessed in a timely manner
- Manage tasks using effective time management and attention to detail
- Consult with Program Director, Clinical Supervisor and peers to develop own knowledge and skills to strengthen self-development as a counselor
- Effectively monitor and evaluate programs, services and activities through completing weekly client services log and submitting to Program Director and Clinical Supervisor
- Set appropriate boundaries with clients & families; build positive and professional relationships
- Accurately track hours via Paycom
- Adhere to and uphold policies and procedures that reflect the organization's mission and values

Additional Duties & Responsibilities

- Work with diverse populations in a culturally competent manner
- Complete a variety of administrative and clerical duties such as managing files and records, following up on phone calls, completing reports and tracking data
- Ensure assigned tasks and responsibilities are performed in a timely manner
- Professionally answer phones and provide customer service
- Communicate needs and concerns clearly and document services and correspondence in a clear and concise manner in accordance with program standards
- Adapt and be flexible; must be able to collaborate and use resources effectively
- Follow safety procedures & recognize potential issues at site and communicate with supervisor as needed
- Maintain communication with supervisor to follow scheduling and callout procedures
- Maintain accountability to complete minimum commitment of hours and notify Program Director and Human Resources Coordinator of internship requirements (i.e. evaluations, meetings, signed agreements) in a timely manner



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Qualifications

- Must be at least 21 years of age
- Currently completing MA/MS degree in Marriage & Family Therapy, Clinical Psychology, Psychology, Counseling or other related program or *Associate* – Current licensed MFT or MFT registered Associate with BBS or current LCSW or ACSW registered with BBS
- Bilingual capabilities a plus (Spanish or Vietnamese)
- Must have and maintain valid Professional Liability Insurance (Malpractice Insurance)
- Must have knowledge of and ability to utilize Microsoft Office and have basic computer skills

Requirements

- Position may require standing/sitting for extended periods of time, dexterity of hands and fingers to operate office equipment, reaching overhead, above the shoulders and horizontally, bending at the waist; hearing and speaking to communicate and provide information to others; speaking to be heard before groups of people; position may require to lift, carry, pull or otherwise move objects between 10-20 pounds
- Must provide TB Test results and clear background check process

Signature

Printed Name

Date