



Youth Care Specialist

Relationships:

Department: Residential Services

Supervisor: Team Supervisor

Direct Reports: N/A

Position Function:

The Youth Care Specialist (YCS) oversees the physical care of the facility, the daily supervision of clients and provides basic needs, medical and emotional care, and overall safety of clients in care. The YCS provides a supportive learning experience and empathic adult guidance to clients. The YCS delivers services within a Trauma-Informed Care framework, assisting clients to achieve their goals and family reunification (unless alternative placement is necessary). The YCS works with clients to build on the client's strengths, assisting them to create solutions, and discovering hope for their future. The YCS may be instructed to work in other units, as needed, at the direction of their supervisor or on call. The YCS is sensitive to the service population's cultural and socioeconomic characteristics.

Requirements:

Education: High school diploma or GED. Bachelor's degree in a human service field from an accredited college or university preferred.

Preferred Experience: Six months of direct care and positive guidance experience of youth in a residential or professional setting. Effective listening and communication skills. Understanding of children, youth, and families in crisis.

Other: Valid Texas driver's license within 90 days of establishing Texas residency. Acceptable driving record. Must be able to successfully complete behavioral management de-escalation course.

Working Conditions:

Exposure to children with behavior problems, including possible physical aggression. Exposure to illness and blood. Residential programs run 24 hours a day, 7 days a week, 365 days a year. Residential programs do not close for holidays or inclement weather. Extended walking and standing daily. Must always be physically able to use authorized crisis intervention techniques.

Exposure to Confidential Information:

Maintain confidentiality and follow policies related to personnel records and client records.



Key Expectations/Responsibilities:

Core Competencies

- Professionalism (including, but not limited to, consistent and reliable job performance, awareness, and use of professional ethics to guide practice)
- Applied Positive Youth Development (PYD) approach (including, but not limited to, skills to develop a Positive Youth Development plan and identifying the client's strengths to best apply a Positive Youth Development framework)
- Cultural and human diversity (including, but not limited to, gaining knowledge and skills to meet the needs of clients of a different race, ethnicity, nationality, religion/spirituality, gender identity/expression, sexual orientation)
- Applied human development (including, but not limited to, understanding the developmental needs of those at risk and with special needs)
- Relationship and communication (including, but not limited to, working with clients in a collaborative manner)
- Developmental practice methods (including, but not limited to, utilizing methods focused on genuine relationships, health and safety, intervention planning)
- Trauma-Informed Care (including, but not limited to, understanding trauma and the capacity to implement the most effective and current trauma informed interventions within assigned programs)
- Ability to move and work in other units as needed at the direction of their supervisor or on call.

Program

- Complete client intakes and assist with development of Preliminary Plan of Service.
- Conduct house meetings and attend and participate in shift change meetings and other staffing as directed by supervisor.
- Provide clients with opportunities to learn/practice skills to better prepare them for positive skills development, family reunification, possible placement and day-to-day interactions.
- Provide clients with all basic needs, including a clean and safe living environment.
- Provide level of supervision to clients based on the level of supervision needed.
- Empower clients and staff to problem solve.
- Transport clients to appointments.
- Complete trainings and certifications as required by licensing, contractual, grant and agency standards.
- Use skills learned in new employee and on-going trainings.
- Maintain a helping role and to intervene appropriately to meet service goals.



- Collaborate with TDFPS, caseworkers, family and other support systems to advocate for clients and family and support client's individual needs and transition goals.
- Support case plans of clients and their families.
- Participate in planning and implementation of services, activities, and/or skills training for group and individual work.
- Comply with all agencies, program, and licensing standards.
- Follow the formally agreed upon routine and maintain consistency and teamwork on shift.
- Assist in meal preparation, laundry, general organization of supplies, kitchen, food storage, household cleanliness, and assurance of health and safety standards.
- Maintain safety, confidentiality, and protection of clients.

Documentation and Reporting

- Maintain necessary and required documentation for agency, grant and contract compliance and fiscal matters.
- Immediately notify supervisor of Serious Incidents and complete incident reports and case notes within 24-hours.
- Complete and maintain required training hours within timeframe outlined in agency procedures.
- Administer and document medication as directed by physician and supervisor and follow procedure for refilling medications.
- Complete all documentation as required by program (i.e., incident reports, case notes, daily youth logs, medical documentation, etc.).
- Make required notifications as needed (i.e., law enforcement, TDFPS hotline, medical professionals, etc.).
- Clock in and out at beginning and end of each shift.
- Meet all deadlines as outlined in TDFPS Minimum Standards, grants, contracts as well as agency policies and procedures.

Community Relations

- Establish a respectful relationship with persons served to help them gain skills and confidence.
- Work collaboratively with other personnel and/or service providers and professionals.
- Build strong and collaborative relationships with volunteer organizations and their members.
- Represent ACH in a professional manner at all times.



The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.

Employee's Signature

Date

H.R. Signature

Date

Dates Reviewed/Updated: 6/2017, 3/2020