



JOB DESCRIPTION

Job Title:	Direct Care Support Staff
Location:	Colorado Springs
Department:	40 - Shelter
Reports to:	Shelter Manager
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Pay:	\$18.25 per hour

JOB SUMMARY

- Under the supervision of the Shelter Manager, the Direct Care Support Staff will be responsible for providing direct supervision of youth at The PLACE shelter. This includes assisting youth in increasing self-efficacy and reducing risky behavior, ensuring client safety, providing delivery of appropriate and effective program services and maintaining a safe and positive environment. Duties include supervision of youth in accordance with facility rules and regulations, crisis intervention, facilities maintenance, group facilitation, promotion of a therapeutic environment, accurate, timely and consistent data collection, and data entry. This position will ensure that interactions, interventions and environments at The PLACE are trauma informed and emphasize the physical and emotional safety of youth and staff.
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MINIMUM QUALIFICATIONS

- At least two years of college education OR a high school diploma/equivalent and one year's experience in the human services field
- Must be QMAP certified or eligible for QMAP certification.
- Must pass both federal and state background checks.
- Must pass pre-employment TB screening.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to connect well, work effectively and communicate in a culturally responsive manner with a diverse youth population.
- An understanding of trauma informed interactions and/or a willingness to learn and adopt this approach is required.
- Ability to handle multiple tasks and to assess and change priorities based upon agency and client needs.
- Consistent exercise of discretion and independent judgment in the performance of duties.
- Ability and desire to work within a crisis intervention agency.

- Data collection and the ability to maintain accurate and thorough client files and HMIS database
- Skill in operating office equipment, such as computers, software, and telephones.
- Excellent written and verbal communication skills.
- Skill in negotiating and mediating, particularly in sensitive situations.
- Ability to maintaining appropriate confidentiality.
- Ability to function as a member of an interdisciplinary team and work with collaborating agencies.
- Ability to manage tasks and activities in an environment that sometimes includes interpersonal conflict and chaos.
- Ability to be team-oriented and able to coordinate with various departments and staff.
- Understanding of the provision of and commitment to trauma informed care and positive youth development.

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

All Direct Care positions will be responsible for performing the general work duties listed:

Documentation

- Accurately document admission record and record actual services received by clients or tenants
- Collect and maintain accurate data on an ongoing basis
- Document relevant and significant events that occur during the shift in the Communication Log
- Maintain clear and effective communication with other staff regarding clients or tenants
- Limited case management responsibilities will require maintenance of thorough and accurate files
- Work to ensure confidentiality

Youth Supervision

- Provide milieu supervision and work to ensure the safety of the youth and their environment
- Assure that youth maintain cleanliness of the shelter environment
- Provide direction and support to youth on the completion of daily chores and other milieu activities
- Maintain a welcoming presence; and support youth who come into the shelter

Assessments:

- Collect and record necessary intake information to reflect the needs of clients
- Assess appropriateness of client admission to shelter and forward data to intake supervisor for additional follow-up

Group Facilitation:

- Facilitate group activities and discussions

Crisis Intervention:

- Crisis intervention with current clients
- Crisis intervention phone counseling, as needed

Facility Maintenance & Safety

- Ensure walkways and doorways are free of debris and/or snow
- Assist youth with shelter and grounds cleanliness
- Patrol the property as needed

- Ensure that the grounds and interior common areas is maintained in a clean and orderly fashion
- Support youth through supervision and model appropriate property maintenance by assisting with issues.

PROFESSIONAL PERFORMANCE

- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally.
- Support positive youth development and youth involvement in decision-making processes

PHYSICAL REQUIREMENTS

- Employee frequently is required to sit. Employee is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and occasionally stoop, kneel, or crouch
- Requires manual and finger dexterity and eye-hand coordination.
- Able to speak and write the English language in an understandable manner.
- Requires the ability to use department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position requires frequent use of computer and phone.
- Able to hear well enough to communicate with employees and others.
- Able to be on feet and mobile up to 10 hours per day.
- Able to lift up to 50 lbs.

WORK ENVIRONMENT

Employees in this position are subject to long hours on their feet in a shelter environment that may include physical conditions such as encountering drugs and paraphernalia, sharps, and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language. Employees must be comfortable providing safer sex supplies and bleach kits to youth.

The PLACE provides personal protective equipment (PPE) and safety training to prepare and protect The PLACE employees in these uncontrolled environments. Compliance with safety protocol is required, which may include the use of PPE, involvement of law enforcement, and/or enactment of emergency protocols, detailed in The PLACE’s Emergency Operations Plan.

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. The PLACE may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

Employee Signature

Date

