



Position Description for Direct Care Staff

DEPARTMENT: Residential Services Department

STATUS: Non-Exempt

Job Summary

The Direct Care Staff member is responsible for, under general supervision, providing supervision and care of residents. The Residential Assistant will deliver services and perform the duties required to maintain daily operations of a residential care program for children and youth.

Qualification Summary

Education & Experience

- Minimum of a High School Diploma or GED required.
- Two years experience working with youth.
- Current CPR/First-Aid Certification (or completed within 30 days of hire).

Criminal Background Check

- Must pass a pre-employment criminal background check and drug screen.

Physical Requirements

- Physical work exerting up to 20 pounds of force occasionally, and/or 25 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- A valid driver's license obtained in the United States in order to drive a motorized vehicle.

Critical Thinking Skills

- Be able to positively motivate and lead youth in an organized manner.
- Be able to evaluate and select among alternative courses of action quickly and accurately.
- Be able to work well in high-pressure situations while maintaining composure and objectivity.
- Be able to identify potential issues and then develop methodologies to prevent or limit the impact of those issues.
- Be able to effectively listen to, understand, and clarify concerns and issues expressed by residents.

Technology and Communication Skills

- Must be able to write and speak grammatically correct English.
- Basic Word Processing knowledge is preferred.

Duties and Functions

- Effectively watch, listen, engage, and monitor client interaction.
- Orient new residents to the program by explaining daily routines, expectations, and resident rights.
- Ensure each resident is assigned a room with adequate bedding and hygiene supplies, complete clothing inventory, and ensure each child has an adequate supply of seasonal clothing.
- Provide direct supervision and know where residents are at all times. Conduct and document fifteen minute bed checks during sleeping hours.
- Maintain a therapeutic, safe, and clean environment for residents and staff, including housekeeping, preparing and serving meals in lieu of a cook, motivating and engaging youth in completing daily routines and chores.
- Give instructions to youth regarding desirable health and personal habits.
- Provide praise, direction, and discipline to improve social skills and healthy choices.
- Use agency-approved crisis intervention techniques.
- Plan and lead recreational activities and participate or instruct youth games.
- Provide individual and group support to residents.

- Transport youth to school, designated appointments, and activities.
- Complete daily log entries, progress notes, incident reports, and other documentation consistently, accurately, and legible.
- Follow agency training and protocol regarding medication storage, dispensing, and documentation.
- Handle crisis calls, walk-in crisis situations, referrals, and admissions as needed.
- Attend all staff meetings and regular supervision.
- Complete annual training requirements to meet all governing body requirements.
- Assure confidentiality of information related to clients, personnel, and other information of confidential nature.
- Interact with clients and team members, at appropriate times, in a friendly, service-oriented manner.
- Maintain regular attendance in compliance with Advocate standards.
- Maintain high standards of personal appearance and grooming to include wearing a nametag when working.
- Comply at all times with Advocates' standards and regulations to encourage safe and efficient operations.
- Maintain a friendly and warm demeanor at all times with both team members and clients.
- Other duties, as assigned.

Organization Structure

Reports to: Shelter Director

Subordinates: Not applicable

This position description is a general representation of the duties and responsibilities commonly found for this type of position.

I have read and understand the position description as stated above and accept that any of the tasks may be modified or changed. I accept responsibility for knowing the modifications and/or changes in this position description. I can perform the essential functions of this position as listed above, with or without reasonable accommodations.

Team Member Signature Date

Shelter Director Date

Effective _____