

Jonathan’s Place

RESET Lead direct care SPECIALIST – emergency shelter

JOB description

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| **Job Title:** | RESET Lead Direct Care Specialist |
| **Department:** | RESET Emergency Shelter |
| **Reports To:** | RESET ES Manager |
| **FLSA Status:** | Non-Exempt |

**Position Summary:**

* Responsible for daily care and supervision of survivors in the Restoring and Educating Survivors to Empowerment and Transformation (RESET) program.
* Supervise the Direct Care Specialists ensuring that they are providing the best care to the residents, following proper protocol, interacting favorably with staff, visitors, volunteers, and contractors.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Intimate knowledge of and compliance with TDFPS Minimum Standards, Contracts, Policies and Procedures.
* Engages in a trauma informed model of programming to provide physical and emotional safety for residents.
* Supervises residents in various activities in order to observe and promote positive social behavior or effect changes in their social behavior. Teaches rules, manners, practices for interpersonal relationships, personal care, etc.
* Oversight of the cottage schedules and responsibilities for residents (preparation od grocery list, ensure food is stocked, chore assignments updated, laundry day assignments updated, rooms are ready for new residents, activity schedule, meal schedule, room searches, etc.)
* Models and teaches life skills to clients that will help them develop interpersonal relationships, social skills and how to navigate through their internal and external surroundings.
* Completes shift documentation including but not limited to residential case notes, incident reports, and resident inventory; also required to complete documentation requested by clinical or medical staff such as sleep logs and behavior checklists.
* Observes methods/techniques of clinical staff and participates in treatment of residents through interaction, limit setting, and implementation of treatment plans; also responsible for co-facilitation and involvement in clinical groups.
* Assignments include but not limited to escorting residents to groups, interviews, meetings, mealtime, recreation, education activities, medical appointments, and participates in supervision and instruction.
* Maintains developmental age-appropriate rules and expectations, including proper conduct of residents during work, recreation, and education.
* Always maintain and safeguard the confidentiality of resident information.
* Submit all maintenance requests to COO via FMX.
* Administers and records medication as ordered by physician or delegating nurse.
* Works to prevent inappropriate behaviors in the residential milieu
* Provides crisis intervention as needed.
* Maintains professional boundaries between self and residents to ensure appropriateness in the working relationship.
* Communicates all appropriate information internally and externally to facilitate the client’s treatment.
* Work different shifts (including the overnight shift) to ensure consistency in care.
* Assist RESET manager and/or Asst. Director with staff meetings monthly, preparing the agenda in advance, assuring the staff is aware of the date, time and place of the meeting. Assured notes of the meeting are kept along with a sign in the log of signatures of all in attendance.
* Attend training and meetings as required.
* Perform monthly unannounced inspections of all shifts. Submit signed and dated unannounced written report to the Director of Programs within 24 hours of inspection.
* Communicate any/all staffing concerns to RESET Manager and/or Program Directors.
* Communicate any/all resident concerns to RESET Manager and/or Program Directors.
* Ensure all staff are dressed appropriately before reporting to duty.
* Other duties as assigned by the Program Directors.

**Competencies:** To perform the job successfully, an individual should demonstrate the following.

**Achievement Focus** - Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Sets and achieves challenging goals. Takes calculated risks to accomplish goals.

**Communications** - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

**Managing Customer Focus** - Develops new approaches to meeting customer needs. Establishes customer service standards. Monitors customer satisfaction. Promotes customer focus. Provides training in customer service delivery.

**Planning and Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

**Problem Solving** - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

* High School Diploma or equivalent
* One year experience working with trauma survivors
* Knowledge of child development and behavior management

**Language Ability:**

* Ability to speak with self confidence
* Ability to produce professional correspondence and presentations

**Computer Skills:**

* Demonstrate knowledge of computer programs and databases including: Microsoft Office (Excel, Word, Outlook and Publisher), Internet Explorer, and Kaleidacare.
* Must have working knowledge of Internet and ability to correspond via e-mail

**Certificates and Licenses:**

* Must maintain a current drivers’ license and favorable driving record as condition of employment.
* Must have reliable transportation and current insurance.

**Supervisory Responsibilities:** none

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Moderate noise levels

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Must be able to work a flexible schedule to accommodate agency needs.
* Must be able to accompany/transport children to appointments.
* Ability to spend long periods of time standing, physical stamina to walk at least a mile, bending, stooping, and walking around the facility supervising the activities and movement of staff and children.
* Ability to lift at least 20 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor. Employer does random drug testing.

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**ACKNOWLEDGED: Employee Signature Date**

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**PRINT: Employee Name**

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**ACKNOWLEDGED: Supervisor/Manager Signature Date**