



JOB TITLE: Residential Specialist
DEPARTMENT: Runaway & Homeless Youth Services (RHY)
CLASSIFICATION: Non-exempt

REVISED: 2/19

POSITION DESCRIPTION

SUMMARY:

The Residential Specialist is an at-will position that reports to the RHY Program Manager. This position will provide leadership for the team of youth specialists, volunteers and interns on their respective shift with the goal of providing guidance, instruction, information, resources, skill development and empowerment of youth ages 10 to 17 through daily program engagement. Additionally, the RHY Residential Specialist will provide crisis intervention, interviews, referrals, intakes and program orientations for youth and/or families seeking services.

ESSENTIAL JOB FUNCTIONS:

- Initiate and facilitate daily living skill development groups, interpersonal skill development, meal preparation and service, chore completion and recreational activities
- Coordinate and monitor shift activities among youth specialists, volunteers and interns to engage youth in daily operation
- Ensure monitoring of daily activities in compliance with the case management and clinical individualized treatment plan for each youth
- Provide feedback to the RHY management team on interns, volunteers and peer mentors assigned to the shift, upon request
- Assist in the maintenance of the physical environment for safe operations in partnership with the RHY management team and facilities department
- Conduct and ensure face to face and/or telephone crisis intervention is available 24/7/365 with appropriate outcome planning for each caller
- Conduct intake interviews to identify and access agency services and/or coordination of referrals
- Ensure youth entering the RHY program receives an orientation conducted in a manner that respects the educational, language and special needs of each youth and/or family
- Consult with interdisciplinary teams to ensure youths needs are met and in compliance with evidence based practices, program regulation, and federal, state and local laws
- Coordinate transportation of youth to outside activities and required destinations, in compliance with legal regulations and agency policies
- Provide and monitor the proper use of prescription and over the counter medications, first aid and emergency procedures, as needed
- Ensure the provision of appropriate foods in keeping with the agency wellness policy and federal, state and local regulations for food handling, meal preparation and food storage
- Maintain accurate and thorough written records of all intake completion, HMIS and service log entries, daily operational activities including: group notes, client and general log entries, contact records, client registries, etc.
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Provide all services in keeping with the core values of the agency, agreed upon program vision and values, agency and program policies and compliance with contractual and legal regulations
- Maintain compliance with all agency training requirements
- Perform other job-related duties as assigned

SUPERVISION: None



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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Trauma informed principles and values
- Positive Youth Development
- Behavioral management, de-escalation techniques and basic intervention skills
- Recovery orientation in behavioral healthcare
- Adolescent development

SKILL TO:

- Type, enter data, file and operate office equipment efficiently
- Establish and maintain effective working relationships with a multi-disciplinary team
- Demonstrate excellent interpersonal skills with youth, adults and families in crisis
- Demonstrate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint and Outlook)

ABILITY TO:

- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Handle volatile situations in a safe, calm and caring manner
- Develop resources to address educational, employment, medical, social and financial needs of runaway, homeless and at-risk youth and their families

REQUIRED EDUCATION AND EXPERIENCE:

- Minimum of an Associate's Degree; Bachelor's Degree in a Social Services field, preferred
- Valid Michigan driver's license and clean driving record

ESSENTIAL REQUIREMENTS:

Physical Requirements:

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

Environmental Working Requirements:

Work is done in both an office environment with exposure to computer screens, as well as in a residential setting. Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

Other Requirements:

The ability to work various shifts and irregular hours including days, afternoons and/or midnights on weekdays, weekends and/or holidays.



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The agency may in its sole discretion fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.

Employee Signature _____ Date _____

Human Resources Witness _____ Date _____