

REDWOOD COMMUNITY ACTION AGENCY
Youth Service Bureau Division
JOB ANNOUNCEMENT

- POSITION TITLE:** SUPPORTIVE SERVICES SPECIALIST I
- STATUS:** Fulltime plus complete benefit package
- NEW PAY RATE:** \$20.00 hour for regular hours and \$21.50 hour for working an overnight/NOC shift.
- AVAILABLE:** IMMEDIATELY
- DEADLINE:** Open until filled; interviews will take place as qualified applicants are received.

APPLICATION PROCESS:

Required Employment Applications and instructions for submitting your application materials are available at www.rcaa.org/employment-opportunities a resume with your application is highly recommended.

PLEASE NOTE: Not all applicants will be selected for interviews. Only candidates selected for interviews will be contacted regarding their status. Late applications (if a deadline is listed), incomplete applications or resumes without applications will not be accepted.

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POSITION PURPOSE

Under the general direction of the Division Director, and the direct supervision by the Programs Manager or their designee, the Supportive Services Specialist I are responsible for providing the daily link with program clients and assisting in maintaining the stability and structure of our programs. The Supportive Services Specialist I assists with individual assessments, client goals and participates in therapeutic, educational, and enriching activities designed to assist the specific cognitive, physical, social, and emotional needs and development of our clients.

- This Supportive Services Specialist I job description is a template for all of RCAA's Supportive Services Specialist I across all of our residential programs. Please note that the Supportive Services Specialist I **may or may not** be expected to do all of the tasks listed on this job description template as that is determined by the program you are working for (see page 3 for required tasks under **SPECIFICS** for this program)

MINIMUM QUALIFICATIONS

Required:

- B.A. in Social Work, Psychology, Sociology, Administration of Justice/Corrections, or a related field; **OR**
- Completion with a passing grade from an accredited college or university of 15 semester units or equivalent quarter units in behavioral science; 9 units of which must be in courses relating to children/youth with behavioral problems which may be the result of abuse, neglect, or emotional trauma. The course may include, but are not limited to curriculums in Corrections, Psychology, Social Work or Social Welfare, **OR**
- One-year fulltime experience working in a residential facility for youth, ages 12-18, or its equivalent; and whose experience shall be verified as having been performed as a paid or volunteer staff person whose duties required direct supervision and care of the client group being served.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Provide direct supervision of residents and assist as necessary in activities of daily living.
- Teach and assist clients to increase independent daily living skills, pro-social behaviors, and support clients to reduce maladaptive coping skills and behaviors.
- Participate in treatment team meetings and provide observational data to assist in developing and implementing individualized treatment goals.
- May be required to maintain case notes, records, and program compliance data.
- Participate in maintenance and upkeep of the RCAA facilities as assigned.
- Participate in shelter activities.
- Participate in staff trainings, meetings and in-service opportunities as directed.
- Attend weekly consultation with Head of Clinical Services or their designee as working schedule permits.
- Participate in reporting and database management tasks as assigned.
- Perform job-related errands and tasks in the community.
- Other duties as assigned.
- Respond to on-call duties as assigned.

JOB REQUIREMENTS

Knowledge of and Experience With:

- Effective methods of Social Work focusing on the issues of homelessness, trauma, addiction, treatment, recovery, and harm reduction strategies.
- Social work models of interventions and family systems theory.
- Permanent Supportive Housing models and processes with obtaining and sustaining housing in rural communities.
- Motivational interviewing techniques and theories.
- Basic networked computer skills.
- Group dynamics and facilitation, staff development and community building.
- Local community resources and services in relationship to client needs.

Ability To:

- Work effectively under pressure with an ability to manage multiple client appointments and needs and compose timely case notes.
- Work independently and with minimal supervision.
- Work well in a team approach and collaborate effectively with other agencies and providers.

- Build therapeutic rapport with individuals of various cultures, ethnicities, viewpoints, life experiences, socioeconomic status, and methods of communication.
- Utilize resources within the agency and the community to implement problem-solving strategies.
- Communicate clearly and efficiently, written and orally; and be competent in English language, grammar, punctuation, and spelling.
- Demonstrate good organizational skills and manage multiple tasks in an efficient manner.
- Strong people skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
- Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work.
- Conduct self in a professional, courteous, and cooperative manner at all times and maintain a professional standard based on RCAA's Personnel Policies & Procedures handbook and the Employee Code of Conduct.
- Establish and maintain personal and programmatic boundaries.
- Ensure and protect Agency, employees, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE SUPPORTIVE SERVICES

SPECIALIST I working under the general direction of the YSB Division Director and the direct supervision by the Programs Manager or their designee; the Supportive Services Specialist I will provide life skill services and direct supervision of sheltered youth ages 12-21, who are homeless, runaways, or at-risk of running away and/or who are in the Transitional Living Program. The Supportive Services Specialists I will participate in assessment of client/family needs and implement strategies with the primary goal of family reunification; and to assure that sheltered youth are maintained in an environment that meets the comfort, safety, and security needs of each resident. The Supportive Services Specialist I will provide crisis intervention and field response services to youth, families and agencies calling YSB's 24-hour hotline during non-office hours, including weeknights, weekends, and holidays. Supportive Services Specialists will also be required to act as the Alternate Facility Manager in their absence.

SUPPORTIVE SERVICES SPECIALIST I ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Provide direct supervision of resident and direct assistance as necessary in activities of daily living (hygiene, apartment cleanliness, nourishment, social, educational, recreational, and transportation).
- Lead and supervise the making of meals for and with program participants.
- Participate in intake interviews to determine program eligibility, including legal, medical, and psychiatric status.
- Assist with developing an initial service delivery plan, monitor youth's response to interventions and update or modify plans as indicated by the youth's response.
- Maintain updated case notes and resident records in compliance with licensing standards.
- Comply with all California laws and Community Care Licensing standards and reporting responsibilities.
- Complete work activity reporting, monitor for licensing requirements and maintain communication log.
- Insure for discharging of residents after hours, per case plan.
- Provide telephone crisis intervention response to youth and families.

- Assess youth and family needs during crisis and determine need for temporary emergency shelter, provide emergency field response as needed.
- May be required to act as alternate facility manager in their absence.

SUPPORTIVE SERVICES SPECIALIST I JOB REQUIREMENTS

Knowledge of and Experience With:

- California laws and regulations pertaining to youth, licensing, and operation of a group home facility.

Ability to:

- Deal with youth and families in crisis and mediate family conflict.
- Utilize the case supervision services of YSB's Youth Case Workers effectively.
- Work flexible hours including weekends, swing, graveyard shifts and holidays; with the ability to arrive at work within 30-45 minutes of receiving a call.

NOTE FOR ALL APPLICANTS

- This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.
- This position is considered a **“safety-sensitive”** job and will be subject to RCAA's “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy.
- RCAA is an **“Essential Business”** that continues to operate during unexpected events, such as: earthquake, natural disaster or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while taking all appropriate safety precautions.

OTHER REQUIREMENTS

- Must be able to work flexible hours that may include evenings, weekends, and holidays.
- Must be a U.S. citizen or lawful permanent resident and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
- Must have means and capacity to perform job-related duties with personal vehicle, as will be required.
- Possession of valid California's Driver's License, current auto insurance and acceptable DMV record.
- Submit to fingerprinting for criminal record clearance or background checks with acceptable results.
- Valid First Aid and CPR certification or willingness/ability to be certified.
- Must have an effective means of communication at all times; a home or cell phone with the ability to accept voicemail.

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively.
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form.
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment.
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position.
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment.

BENEFITS

- All fulltime positions come with a complete benefit package, which includes the following:
- Medical, dental and vision (minimal share of cost and must work at least 30+ hours per week)
 - ** Health benefits become effective the first of the month following 30 days of employment
- 2 weeks paid vacation for year one, 3 weeks for year two, and 4 weeks for year five
- 12 days paid sick time per year
- 13 paid holidays and 1 personal day per year
- Employee Assistance Plan (EAP) paid for by the agency
- After one year of employment, RCAA contributes 3% of the employee's gross income to their 401(k) at no additional cost to the employee
- Part-time employees are eligible for paid vacation and sick time on a pro-rated basis depending on the number of hours worked. P/T employees may also be eligible for paid holidays dependent upon certain criteria in RCAA's paid holiday policy.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER