**REDWOOD COMMUNITY ACTION AGENCY**

**Residential Specialist II / Youth Service Bureau Division**

**POSITION PURPOSE**

Under the general direction of the Division Director, and the direct supervision by the Program Manager or their designee, the Residential Specialist II are responsible for providing the daily link with program clients and assisting in maintaining the stability and structure of our programs. The Residential Specialist II 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.

**NOTE:** The Residential Specialist II position is the more experienced, journey level of the Residential Specialist series. To attain this position the incumbents may advance after gaining experience in the entry level position and demonstrating proficiency which meet the qualifications for the higher level class; and they may have attained an advanced educational degree (i.e. MSW). The Residential Specialist II is expected to perform all of the same tasks of the Residential Specialist I; in addition to performing more diverse, advanced tasks; and may also assist with the training of Volunteers, Interns and the Residential Specialist I staff.

**ESSENTIAL JOB FUNCTIONS**

**Specific Tasks from the Residential Specialist I job description:**

* 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.
* Maintain accurate clinical documentation regarding individual client function and progress toward treatment goals, in compliance with Federal, State, and local regulations.
* 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.

**Additional Specific Tasks for the Residential Specialist II:**

* Monitor and report any deficiencies in shelter(s) operations to program managers.
* Keep program managers informed of daily procedures occurring within the program.
* Work toward maintaining a positive, nurturing environment at the shelter(s).

**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.
* Rapid Re-Housing and 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 meeting 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 skillsand manage multiple tasks in an efficient manner.
* 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
* Strong interpersonal 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.
* 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

**MINIMUM REQUIREMENTS**

* BA in Social Work, Sociology, Psychology or a related field (experience may be substituted for education on a year-for-year basis.

**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.

**NOTE FOR ALL EMPLOYEES**

* 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.

***AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER***

**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE RESIDENTIAL SPECIALIST II** working under the general direction of the YSB Division Director and the direct supervision by the Shelter Manager or their designee; the Residential Specialist II assists in the overall management of the Launch Pad/Our House operations. The Residential Specialist II provides residential program management services and direct supervision of the sheltered youth, ages 12-21, who are homeless, runaways, or at-risk of running away; to participate in assessment of client/family needs and implement strategies with the primary goal of independent living or of family reunification; to assure that sheltered youth are maintained in an environment that meets the comfort, safety and security needs of each resident in shelter. The Residential Specialist II will also be required to act as the Alternate Facility Manager in their absence.

**NOTE:** The YSB Residential Specialist II is expected to perform all of the job function specific tasks that are listed on the Specialist I job description (excerpts below); as well as the additional specific tasks listed in section II

**ESSENTIAL JOB FUNCTIONS**

**Specific Tasks from the Residential Specialist I job description:**

* 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 in 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.

**Additional Specific Tasks for Specialist II:**

* Make decisions relative to Launch Pad/Our House operations when the program managers are not available; coordinate such decisions with the Director when necessary
* Perform case management duties as assigned by the Shelter Program Managers
* Assess youth/family needs and assist youth/family in admission procedures
* Assist program managers with all program related paperwork, monthly/quarterly reporting, and all relevant CCL (Community Care Licensing) requirements.
* Participate in developing an initial service delivery plan with the program case worker; monitor youth’s response to interventions, and update/modify plans as indicated by youth’s response
* Plan and complete assigned program tasks including, but not limited to: food program; TLP client’s budget program; weekly education groups; monthly service summaries; vocational program, etc.
* Assist with providing training to Residential Specialist I, Interns and Volunteers
* Provide emergency field response and on-call after hours on a rotating basis with the ability to arrive to work within 30-45 minutes of receiving a call

**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.

**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 courses 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.

**EXECUTIVE DIRECTOR DATE**

**DIRECTOR OF HUMAN RESOURCES DATE**

I have read, understand, and agree to perform the job functions as outlined above:

Print Name Signature Date