

**County of Humboldt Job Specification
YOUTH SUPPORT SPECIALIST I/II
Classification 1735
FLSA: Non-Exempt**



DEFINITION

Under general supervision (I) to direction (II) provides professional program support by monitoring behavior, and assisting with supervising children and adolescents in a residential or community setting; collaborates with interdisciplinary treatment teams; assists families and youths in transitioning to a home environment; collaborates with parents and educators to ensure youths are engaged in school as appropriate; may provide transportation to appointments; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision (Youth Support Specialist I) and direction (Youth Support Specialist II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Youth Support Specialist I: This is the entry-level classification in the Youth Support Specialist series. Initially, incumbents learn and perform routine interdisciplinary care for children and adolescents who are in a residential or community setting. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Youth Support Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Youth Support Specialist II: This is the journey-level classification in the Youth Support Specialist series. Positions at this level are distinguished from the Youth Support Specialist I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from the Senior Youth Support Specialist in that the latter classification performs the most complex work assigned to the series including, but not limited to, providing lead direction and training to lower level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Provides a safe, supportive, secure environment for children and adolescents in a residential or community setting; develops and implements safety plans.

- Provides a structured daily schedule and routine for children and adolescents including modeling life skills, reinforcing positive behaviors, redirecting inappropriate actions and assisting children and adolescents to recognize the difference.
- Performs crisis intervention for problem resolution; manages assaultive behavior and outbursts and mediates when appropriate.
- Participates in treatment team meetings; assists in developing the treatment plan; provides information on daily behavior issues and collaborates on problem solving; may recommend revisions to the individual plans; implements treatment team plans.
- Maintains a variety of detailed records; prepares reports from records maintained.
- Coordinates the child or adolescent's school attendance, teacher meetings, transportation, and school activities; assists with homework, when appropriate assists parent with participation in support of the child or adolescent's education-related activities.
- Advocates for children or adolescents and their families; locates and coordinates with community resources for services specific to the child or adolescent's needs; provides or coordinates transportation to appointments and conducts follow-up as needed.
- Assists families to develop skills needed for the child or adolescent's return home; coordinates resources and activities to support return or placement as appropriate for each child or adolescent.
- Performs meal preparation; demonstrates methods to the child or adolescent and assists them with activities encouraging the development of daily living skills, as needed.
- Performs other related duties as assigned.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

The requirements listed below are representative of the knowledge and ability required.

Knowledge of:

- Operations and services of a program designed to provide a safe, secure and supportive environment for children and adolescents in a residential or community setting.
- Principles and methods of child development, behavior modification and physical conditions of school age children.
- General knowledge of psychological theories, motivational and reward techniques, and crisis intervention methods.
- Principles and practices of modelling appropriate behavior.
- Laws and regulations concerning board and care facilities, group homes and other residential facilities for children and adolescents.
- Principles and practices of behavioral health and child welfare services evaluation systems and terminology.
- Appropriate methods of medical and behavioral health client charting.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Standard office administrative practices.
- Business arithmetic.

- Principles and practices of recordkeeping.
- Principles and practices of community resource development, use, and evaluation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Motivate children and adolescents through means most appropriate for each individual, direct activities and teach acceptable behaviors.
- Observe and monitor children and adolescents in a non-threatening and supportive manner.
- Develop, monitor and document individual treatment plans.
- Perform crisis intervention, respond appropriately to emergency situations and take effective action to control potentially violent incidents by intervention and referral.
- Provide behavior modeling and training.
- Provide support for children and adolescents with behavioral health and other behavioral issues and their families.
- Document detailed client and other records using a computerized system.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in psychology, child development, or a related field.

And

Youth Support Specialist I: one (1) year of experience providing supervision to children or adolescents in a structured setting.

Youth Support Specialist II: In addition to the above, two (2) years of experience at a level equivalent to the County's classification of the Youth Support Specialist I.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

PHYSICAL DEMANDS

- Mobility to work in a standard office, outpatient, or juvenile facility; use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; standing in and walking between work areas is frequently required; frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL CONDITIONS

- Employees work in an office, outpatient, or juvenile facility environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL REQUIREMENTS

- Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).