

County of Humboldt Job Specification
SENIOR YOUTH SUPPORT SPECIALIST
Classification 1736
FLSA: Non-Exempt



DEFINITION

Under general direction assigns, directs, reviews and participates in the work of Youth Support Specialists with responsibility for the supervision of children and adolescents in a residential or community setting; performs crisis intervention and manages assaultive behavior including isolation and/or mediation; collaborates with interdisciplinary treatment teams; may provide transportation to appointments; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Youth Support Specialist series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform their duties within the program. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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

- Provides lead direction, training and work review to assigned staff; organizes and assigns work, sets priorities and follows up to ensure coordination and completion of work.
- Provides input into employee hiring decisions, performance evaluations and disciplinary matters.
- Acts as a specialist with difficult children and adolescents.
- Performs crisis intervention for problem resolution; manages assaultive behavior and outbursts, isolating the resident and mediating when appropriate.
- Coordinates treatment team meetings, participates in developing the treatment plan, provides information on daily behavior issues and problem solving; may recommend revisions to the individual plans; coordinates the implementation of treatment team plans.
- Maintains a variety of detailed records; prepares or directs the preparation of reports from records maintained.
- Coordinates children or adolescents school attendance, teacher meetings, transportation, school activities for the most difficult children and adolescents; assists parents to understand

- and participate in the process.
- Performs a variety of administrative tasks; scheduling time off and arranging for coverage as needed.
 - Advocates for children or adolescents and their families; locates and coordinates with community resources for services specific to their needs; provides or coordinates transportation to appointments and conducts follow-up as needed.
 - Assists families to develop skills needed for children or adolescent's return home; coordinates resources and activities to support return or placement as appropriate for each child or adolescent.
 - 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 practices of leadership.
- Principles of providing functional direction and training.
- 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.
- 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.
- Standard office administrative practices.
- Business mathematics.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Principles and practices of community resource development, use, and evaluation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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:

- Plan, assign, direct, train, review, and participate in the work of assigned staff.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Motivate children and adolescents through means most appropriate for each individual, direct activities and teach acceptable behaviors.
- Observe and monitor children or 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

five (5) years providing supervision to children or adolescents in a structured setting, two (2) years of which included a complex case load or providing work direction to staff performing similar work.

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.).