

## Job Description

**Title:** Youth Care Specialist  
**Reports to:** Program Manager, EYS  
**Classification:** Non-exempt, Hourly  
**Hours:** Full-Time  
**Hiring Range:** \$14-18/hour, *depending on education and experience*  
**Work Week** Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK FOR PAYROLL)  
**Required to Transport Clients:** Yes  
**Required to Drive in the Course of Conducting Business:** Yes  
**Meets Policy Requirements for Company Cell Phone/Phone Stipend:** No

## Background

Since 1975, Pendleton Place (PP) has been a place of safety and comfort for children and youth experiencing trauma. PP is committed to innovative approaches that will establish communities where children are safe, families are strong, and victims become whole again. We help children, youth, and families through a focus on residential adolescent and young adult care, supportive community services for at-risk families, an array of youth homelessness services, and comprehensive assessment for children and families involved with the child welfare system.

PP's Emergency Youth Shelter (EYS) provides a combination of shelter-based services to both children (under 18) and young adults (18-24) experiencing some form of homelessness and crisis. The EYS offers shelter, food, clothing, educational support, life skills training, and counseling services to runaway and homeless youth, under the age of 18, who have left home without permission of their parents or guardians; have been forced to leave their home; cannot live safely with a parent, legal guardian, or relative; have no other safe alternative living arrangement; or other homeless youth who might otherwise end up in contact with law enforcement or in the child welfare, mental health, or juvenile justice systems. The focus of the EYS for minors is enhancing outcomes in the areas of social and emotional well-being, permanent connections, education, employment, and stable housing. It is built upon the principles of Positive Youth Development (PYD) and trauma-informed care. The EYS also offers overnight shelter services for youth who are experiencing homelessness and need a safe, supportive place to sleep and connect to other services that will move them toward housing permanence.

## Position Summary

Youth Care Specialists provide direct, trauma-informed care (“on the floor”) to EYS clients. Though we generally attempt to have the YCS work a consistent shift, the position may work various shifts (1st shift is 6 a.m. – 2p.m. ; 2nd shift is 2 p.m. – 10 p.m. ; and 3rd shift is 10 p.m. – 6 a.m.).

Youth Care Specialists will remain awake at all times and complete hourly (at a minimum) wellness checks on residents. Youth Care Specialists are responsible for attending regular trainings and monthly program meetings to support the goal of working in a team-oriented environment. Youth Care Specialists are required to complete a minimum of fourteen (14) hours of field-related training yearly provided on the job through Pendleton Place. Each Youth Care Specialist (YCS) is tasked with ensuring the comfort and safety of all clients at all times, and enforcing all policies and shelter guidelines. Preparing and serving meals and snacks is essential, and the YCS is encouraged to eat with shelter residents. For minor residents, the YCS also monitors educational activities, assists with daily routines, assists with screenings and intakes, and delivers services that enhance emotional, physical, and social well-being, including life skills training.

Any YCS may be asked to assist in efforts in acquiring and managing household supplies, including groceries, and they coordinate with a Lead YCS on menu/meal planning. Other shift duties and expectations may include social or recreational activities (i.e., holiday baking, playing games, watching movies with clients). The YCS may be scheduled to work weekdays and weekends as needed to meet the staffing needs of a 24-hour shelter staffing model.

## Essential Functions of Position

*Note: These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

- Daily Shelter Operations
  - Carry out the monthly activity calendar and participate in shelter communication efforts (bulletin boards, signs, meetings, emails, etc.)
  - Assist with shelter intakes, discharges, and care planning; coordinate with Safe Place staff on emergency placements
  - Monitor the environment for resident safety and warning signs of youth trafficking, substance use, flight risks, etc.
  - Ensure a well-maintained, sanitary, and equipped residential facility
  - Supervise learning activities, support schooling objectives, and coordinate a structured and consistent learning environment for all shelter clients
  - Shop for groceries and supplies in coordination with management's planned menus and needs; support all household meal planning efforts in accordance with nutritional guidelines
  - Monitor educational, medical and hygiene needs, and teach independent living skills to prepare youth for transitioning out of foster care
  - Supervise youth & minors during awake hours, as appropriate for their identified needs, and maintain consistently hourly wellness checks during sleeping hours
  - Participate in developing and scheduling youth activities, meal plans, chores, etc.; ensure all youth adhere to the daily schedule of routine care and activities
  - Understand and appropriately implement the use of Agency behavioral tools and policies (e.g. TCI, ICMP, Shelter Operations Handbook)
  - Remain proficient in use of Agency software maintaining accurate and complete documentation, files and forms
  - Actively participate in regularly scheduled case staffings when asked to attend
  - Monitor Shelter Calendar daily for scheduled activities and plan accordingly
  - Coordinate transportation of youth to all scheduled activities and appointments
  - Routinely inform Program Manager of needed supplies, repairs, etc.
  - Provide Program Manager with timely documentation of observed behaviors to enable appropriate case management decisions
  - Demonstrate an understanding of working with traumatized youth and trauma-based behaviors and be prepared to engage in short-term conferencing as needed.
  - Distribute medication and document information accurately in medication log
  - Demonstrate the ability to utilize de-escalation techniques and emergency safety interventions
  - Demonstrate effective time management skills
  - Perform other duties as required

## Qualifications

### Minimum Qualifications

- Bachelor's degree from an accredited university or college and experience working in the fields of human services, healthcare, youth development, or other closely related areas
- Ability to follow written and oral directions
- Physical ability to lift and carry 50 pounds
- Commitment to diversity and inclusion and ability to work with diverse clients
- Willingness/ability to treat all clients and staff with respect and dignity
- Ability to be outdoors in cold and/or heat for active participation for recreational engagement with the children
- Ability to understand, enjoy, and be comfortable engaging with youth
- Ability to serve as a role model for all residents

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- Satisfactory physical examination, TB test, criminal history check, driving record, and background check including the Child Abuse and Neglect Central Registry, Sex Offenders Registry, and Motor Vehicle Department
- Possess valid South Carolina driver's license

**Desired Qualifications**

- Education and/or training in human services, child welfare, or youth services
- Experience in working with children experiencing homelessness or other traumas
- Experience working in residential settings

<b>Physical Demands</b>				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
<b>Lifting Requirements</b>				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
<b>Pushing and Pulling Requirements</b>				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
<b>Definitions</b>				
<b>N/A</b>	<b>Not Applicable</b>	Activity is not applicable to this occupation		
<b>O</b>	<b>Occasionally</b>	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
<b>F</b>	<b>Frequently</b>	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
<b>C</b>	<b>Constantly</b>	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

*The organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the*

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employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your At-Will employment, and the organization reserves the right to change this job description and/or assign tasks for the employee to perform, as the organization may deem appropriate.

*Do not sign below unless a job offer has been made to you using this job description; signature not required for those making an application.*

I \_\_\_\_\_ have read and understand this job description and agree that I am able to perform the essential functions outlined in this job description. I understand that failure to provide information or omission of information pertaining to my ability to meet the requirements of the job or my inability to perform the essential job duties will be cause for immediate termination of employment, regardless when or how discovered.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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