

Job title: Operations Staff On-Call	Program/s: 119/Complex 111/North 112/East 110/Central	Hours/Week: .5 – 40 hours per week
Reports to: On Call Supervisor	Salary Range: \$13.00 - \$15.0	Classification: Non-Exempt

Job purpose

Provide a safe and supportive environment for teens in care, promoting positive interaction, providing life skills, social skills and enrichment activities. Provide information, referrals and support to community on phone.

Duties and responsibilities

- In partnership with case managers, support youth case plans and interact with youth according to their plans.
- Intake and exit youth while you are on shift. Complete required data. Orient new youth to program.
- Communicate directly with other providers to assure youth are following through with their commitments.
- Communicate with other staff regarding assigned youth's case plan. Maintain appropriate logs and forms with updated information.
- Supervision of youth in care. Ensure safety. Interact with teens in care and oversee they are following policies and guidelines/rules of program. Hold youth accountable. Assign appropriate consequences in conjunction with other staff. Provide feedback to youth and other staff regarding behavior.
- Oversee youth's health by arranging appropriate appointments, filling prescriptions, and dispensing medication.
- Assist youth with household tasks. Demonstrate tasks as learning tool.
- Provide youth with appropriate information and directions for off-site services.
- Follow licensing policies and procedures. Assure cleanliness of facility.
- Follow mandated reporter requirements by documenting incidents and calling CPS within 2 hours.
- Respond to community calls and drop-ins, providing information, referrals and directions.
- Attend case management meetings, all staff meetings and trainings as required.
- Role model positive guidance techniques for parenting teens.

Qualifications

- Experience with at risk youth or enrolled in a human services program Ability to diffuse escalated youth.
- Ability to record and document information on forms as required for case planning and CPS reporting.
- Familiarity with local services and how to access them. Ability to assess situations and gather pertinent information.
- Ability to assess dangerous situations and access emergency services.
- Ability to relate with youth and staff.
- Ability to maintain boundaries with youth.
- Ability to assess and prioritize youths needs developmentally.
- Be able to assess emergency situations and get proper support.
- Acceptance of a variety of lifestyles, behaviors, and cultural and spiritual practices.
- Commitment to Agency's mission and positive youth development model.
- Cocoon House North staff: Knowledge of infant/child development and positive parenting techniques.

Within 30 days:

- Must be cleared by DSHS background check and be over 21 years of age.
- Must have food handler's permit, TB test, HIV certifications, CPR and First Aid training.

Working conditions

- Mobility: ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level
- Dexterity: fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes

- Lifting: occasional lifting of papers, files, equipment and material weighing up to 25 pounds
- Visual Requirements: close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently
- Hearing/Talking: ability to hear typical speech, speak and hear on the telephone, and speak in person
- Emotional/Psychological Factors: ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments

Exposure to offensive language and possible aggressive behavior from clients.

Physical Requirements

- Must have the ability to run up and down indoor and outdoor stairwells in case of youth emergency.
- Communicate effectively with youth, staff, other programs, vendors and the public, both orally and in writing.
- Hear voice conversations and alarms.
- Possess close vision, far vision, side vision, depth perception, visual ability to read a variety of materials.
- Dexterity of hands and fingers to reach, handle and operate telephone, computer keyboard, record information in appropriate youth files and logs.

Cocoon House will provide reasonable accommodation to qualified persons with disabilities if requested.

Closing Statements and Signatures

Responsibilities, duties, and qualifications for the position—written in earlier paragraphs—are substantial, but not all-inclusive conditions for employment. We are a team that works together to meet the needs of our clients and every member of the team is expected to pitch in and help even beyond the specific responsibilities listed in this description.

Employee needs to deal effectively with pressure, meeting multiple, sometimes competing deadlines, and shall at all times demonstrate cooperative behavior.

Acknowledgement of Receipt of Job Description:

I acknowledge I have received a copy of this job description. I understand the duties, am fully able to meet the requirements and perform the essential functions of this position, with or without reasonable accommodations. I further acknowledge and understand this job description does not create an employment contract, and nothing contained herein alters my at-will employment status.

Employee Name (Please Print)

Employee Signature

Date

It always has been and continues to be Cocoon House’s policy that employees should be able to enjoy a work environment free from all forms of unlawful employment discrimination.

All decisions regarding recruiting, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without unlawful discrimination on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, age, disability, work-related injury claim, veteran status, political ideology, or any other factor which cannot lawfully be used as a basis for an employment decision. Individuals will be selected for promotion based on skill and ability.

Position Description Approved by: _____ Date _____