



Keeping Youth  
Journeying Onward

**Job Title:** Direct Care Counselor  
**Department:** Residential Care  
**Reports To:** Facility Manager  
**FLSA Status:** Non-Exempt  
**Prepared Date:** October 21, 2019  
**Approved By:** K. Jordan  
**Approved Date:** October 21, 2019

Keep Youth Journeying Onward (KYJO) is a residential group home transitioning to a Short Term Residential Treatment Program (STRTP). KYJO's vision is creating opportunities for a better way of life. Our mission is to develop strong minded, positive and confident individuals through the building of trust, mentoring and creating positive life experiences.

### **JOB SUMMARY:**

The Direct Care Counselor works directly with at-risk youth in a residential group home setting. Child Care Counselors act as role model and are responsible for overseeing resident behavior, guiding them to complete necessary tasks, providing emotional support and encouragement, and reporting daily activity to the facility manager. In addition, they supervise planned group and/or individual structured activities.

### **ESSENTIAL ACCOUNTABILITIES:**

The essential accountabilities reflect the job's main responsibilities and are not intended to be an exhaustive list of all duties performed. Its content does not restrict management's right to assign or reassign duties and responsibilities to individuals in this job classification.

- Consistently contributes to the organization's vision and mission statements and demonstrates the Values of the organization.
- Ensures the health and safety of residents using a proactive approach.
- Provides verbal and non-verbal crisis de-escalation and intervention for residents.
- Prepares meals, performs housekeeping duties, and maintains facility.
- Schedules and transports residents to medical and dental appointments.
- Documents residents' daily activities and prepares behavior and incident reports.
- Monitors residents' hygiene and conducts monthly weight checks.
- Dispenses resident's medicine according to physician's orders.
- Supervises residents at various community events and functions.
- Attends meetings with residents, residential staff, and administration as required.
- Adheres to all federal, state, and local rules including company policies and procedures.

### **MINIMUM REQUIREMENTS:**

All incumbents of this position must be able to perform the minimum requirements of this position

with or without a reasonable accommodation.

**KNOWLEDGE OF:**

- Rules and guidelines for group home operations.
- Problem solving and conflict resolution.

**SKILLS:**

- Interpersonal and conversational skills.
- Communicates clearly and effectively both orally and in writing.
- Works well with individuals of varying backgrounds.
- Display strong organizational skills.

**ABILITY TO:**

- Demonstrate patience and empathy.
- Demonstrate active listening.
- Maintain friendly and outgoing demeanor.
- Maintain regular attendance.
- Remain calm in stressful situations.
- Act as a role model for at-risk youth.
- Maintain a valid class C driver's license.
- Maintain the State of California minimum drivers insurance.
- Stand, sit, walk, traverse, lift, bend, squat, push, pull, reach, grab, hear, talk, and see.

**MINIMUM QUALIFICATIONS:**

Direct case staff must meet one of the following qualifications:

1. A Bachelor of Arts or Sciences Degree; **or**
2. A valid Child Development Teaching Permit; **or**
3. Completed 12 semester units of Early Childhood Education, adolescent Development, or Foster and Kinship Care Education and have at least 100 hours of experience working with youth; **or**
4. A valid certificate as an Alcohol Counselor, Drug Counselor or Alcohol and Drug Counselor, and at least 100 hours of experience working with youth; **or**
5. A valid vocational training certificate, credential, or documentation demonstrating that the individual is a trade journey person who instructs children in vocational skills and have at least 100 hours of experience working with youth as a mentor, athletic coach, teacher, vocational coach, tutor, counselor, or other relevant experience; **or**
6. Previously been employed as full time staff or served as a volunteer at a group home, short-term therapeutic program, or substance abuse treatment program for at least one year; **or**
7. Relevant life experience in the child welfare, mental health or juvenile justice systems as a consumer, mentor, or caregiver or other relevant experience.

As a condition of continued employment, must complete accrue 40 hours of in-service training within one (1) year of hire date.

Must be 21 years of age or older.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

Incumbents are required to meet standards set by the State of California Community Care Licensing: physical exam and health questionnaire; Tuberculosis screening clearance; Statement of Criminal Convictions; Child Abuse Index Check; and Department of Justice Fingerprint Clearance. Required to possess and maintain a current and valid California driver's License, acceptable DMV record and maintain the California minimum vehicle comp and collision insurance.

**CORE COMPETENCIES** To perform this job successfully, an individual should demonstrate the following core competencies:

**MISSION** - Identifies with, shares in, and displays a commitment to the mission philosophy, and objectives of the organization. Consistently demonstrates knowledge of and commitment to the mission, gives consideration to the principles of the mission (core values; dignity, service, and social justice) in daily encounters and business transactions, and demonstrates caring, compassion, and sensitivity to others.

**CHANGE LEADERSHIP** - Demonstrates the ability to focus, provide direction and energize staff around planning and accommodating continuous improvement and change. Effectively leads change efforts, builds support for new policies and procedures, and ensures changes are accomplished. This includes holding people accountable to the common mission and goals that drive the change and for the culture that will support the change. It also includes challenging the status quo, championing appropriate change initiatives and creating an environment that encourages and supports these change initiatives.

**ORGANIZATIONAL INTEGRITY** - Understands and actively supports compliance with the organization's philosophy. This includes demonstrating and fostering legal, professional and ethical behaviors and practices in all professional activities, both inside and outside the Organization. Provides counsel and example to subordinate managers to ensure the Organization's operations reflect the highest standards of professional ethics.

**LEADING** - Demonstrates appropriate interpersonal skills to guide subordinates and/or peers to accomplish objectives; facilitates teamwork, participation and cooperation. Delegates/distributes work so that subordinates/peers have the necessary direction and skills to complete assignments. Measures and communicates performance information to peers and subordinates and fosters a work environment in which others develop their personal and functional competencies.

**OBJECTIVE SETTING** - Establishes objectives that are linked to and supportive of the organization's strategic plan. States objectives and results that are time-referenced, qualitative and quantitative. Effectively communicates the Organization's ongoing strategic plans and objectives to all staff levels. Supports and demonstrates a focus on measuring results.

**PLANNING** - Determines resources and actions required to accomplish objectives. Sets priorities and manages time effectively. Identifies potential problems/opportunities and plans contingent actions.

**PERFORMANCE MANAGEMENT** - Works to ensure that all Organization staff understands their role in the organization's business/strategic plan, the results they are expected to achieve, and the measurement of their performance in relation to expected results. Communicates department objectives and jointly establishes individual objectives and performance criteria with subordinates. Provides ongoing feedback, reinforces positive performance, and takes corrective actions as necessary to improve performance. Conducts formal, *timely* reviews.

**STAFFING** - Recruits, orients, trains and compensates subordinates in order to achieve optimal use of human resources. Ensures that personnel decisions comply with all federal and state employment laws and regulations. Promotes equal employment opportunity and ensures appropriate corrective action is taken as necessary.

**DECISION MAKING** - Analyzes problems and opportunities and gathers pertinent facts. Identifies and weighs reasonable alternatives. Makes pragmatic decisions and takes action when and as appropriate. Uses sound judgment when taking risks.

**INNOVATING** - Develops new and unique ideas to improve existing systems or operations, and when new organizational approaches are needed. Encourages innovation and prudent risk taking among all staff. Seeks creative ways to resolve conflicts.

**INFLUENCING** - Demonstrates the ability to understand, create and utilize various influential relationships within the Organization. Get results without direct control through building, using and sustaining influence with superiors, peers and subordinates.

**COMMUNICATING** - Communicates and listens effectively by expressing ideas clearly and persuasively. Is proficient, organized and succinct in the work environment and supports an open and honest overall communications climate.

**PROFESSIONALISM** - Maintains the necessary level of professional knowledge and technical proficiency in areas of functional responsibility.

**TEAMWORK AND COOPERATION** - Demonstrates a genuine intention to collaborate with others. This includes a strong, optimistic, respectful view of individuals and teams. Fosters teamwork and cooperation including sharing information, soliciting input, encouraging others and also keeping aware of outcomes tied to the mission and strategic goals. Proper teamwork and cooperation should diminish unnecessary power structures by bringing decision-making and accountability to the team and encouraging teams to be self-directed.

**BIAS FOR ACTION** - Demonstrates a preference for taking action. This includes a tendency to act in a self-directed manner, to take action before being directed by others or forced by events, to seize opportunities and to be proactive in avoiding potential problems.

**CUSTOMER SERVICE** - Consistent with the Organization's mission, demonstrates a commitment to exceptional customer satisfaction to all parties with whom employees interface. Appropriately assesses who our customers are (e.g., anyone the individual has a responsibility to serve inside and/or outside the Organization). Conducts self in a polite, forthright manner, articulately communicating with others and using discretion, judgment, common sense and timeliness in customer service decision-making.

I have read this job description and certify I meet the minimum qualifications and requirements for this position:

---

Print Name

---

Signature

---

Date

**ACKNOWLEDGMENTS:**

I have read and understand the entire job description stated above. I also understand KYJO Enterprises, Inc. retains the right to change the job description at anytime. From time to time, you may be asked to work on special projects, to assist with other work necessary or important to the operation of your group homes or KYJO. Your cooperation and assistance in performing such additional work, or assignments is expected.

KYJO Enterprises, Inc. reserves the right to revise, modify, delete, or add procedures and work rules to the job description.

I certify that I can perform all of the "Essential Duties and Responsibilities" and possess the qualifications, certifications, medical exam clearance, California Driver's License, acceptable DMV record and proof of insurance as stated in the job description, except as noted here (If none, so state):

---

---

---

I understand, and agree this job description does not constitute a written or implied contract for employment and my employment relationship with KYJO Enterprises, Inc. is "at-will," and may be terminated with or without cause and with or without notice at anytime by me or KYJO Enterprises, Inc.

---

Employee's Signature

---

Date

---

Administrator/Trainer

---

Date

---

Executive Director

---

Date