



Residential Youth Services & Empowerment

**Position:** Youth Care Counselor

**Status:** Non-Exempt

### **Job Summary**

The Youth Care Counselor (YCC) maintains a safe, nurturing environment for all clients living within RYSE facilities. YCCs provide supervision to assure that each youth is safe and that their needs are met. YCCs should act as role models for youth and encourage positive behavior and development.

### **General Responsibilities - YCC**

- Supervise daily and/or nightly routines to meet the needs of youth living at the center - this includes actively engaging with youth, completing necessary documentation, assuring living spaces are clean and safe, and providing information and referrals as appropriate
- Provide support and interact with youth in a trauma-sensitive manner that promotes respect, honesty, non-judgment and empathy
- Coordinate and facilitate group activities, including the supervision of youth during special activities and outings
- Assume a leadership role, particularly during crises, to affect calm and effective solutions
- Work in collaboration with all staff to ensure each youth staying at RYSE receives the best care possible.
- Ensuring the cleanliness and soundness of the property and its structures, i.e. the bunkhouse, learning center, shelter and yard areas are maintained while leading by example as well as engaging youth in keeping the premises up.

### **General Responsibilities – Lead YCC**

In addition to all the duties of a YCC, a Lead YCC will also assist site coordinators and other RYSE staff

- Assist Site Coordinators (SC) with onboarding new staff
- Assist SCS with staff development and training
- Monitor program for quality control and execution
- Assist youth in securing paperwork in conjunction with their case managers

### **Required Job Qualifications:**

- Bachelor's Degree in human service-related field preferred; High School diploma (or equivalent) and experience equaling two years may substitute for higher degree.
- Must be hard-working, mature, and possess a strong desire to make a difference in the lives of RYSE clients, their families and our community.
- Excellent communication and interpersonal skills.
- Ability to ensure detailed documentation of client information.
- Must have the ability to make independent decisions, manage multiple functions under stress and with changing priorities.
- Must possess the ability to deal tactfully with youth, family members, visitors, government agency representatives and the general public.
- Able to provide positive role modeling for residents in areas of communication, decision-making, and problem solving.

- Must be willing to participate in all scheduled meetings, trainings and supervision sessions as requested.
- Must have an acceptable background check and no record of child abuse.
- Be able to work independently while managing a milieu of young adults

**Preferred Job Qualifications:**

- Knowledge or prior experience working with high-risk youth, especially with youth who have experienced abuse, neglect, homelessness or other traumatic experiences.
- Prior experience with teaching life skills to young people
- Experience working in substance abuse field and/or mental health field
- Experience interacting with donors and partner agencies in a positive way
- Working knowledge of minor repairs, maintenance, upkeep of basic household equipment
- Active Hawai'i Driver's license and clean driver's abstract
- Knowledge or experience in providing trauma-informed care

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (50lbs), and lifting (50lbs), bending, stooping. Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Makes and receives telephone calls. Use of general office equipment copier, fax machine and basic office equipment. Subjected to outside environmental conditions.

**Work Environment**

The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Day- to day requirements include entering information into an electronic and/or paper record and sharing information in collaboration with a multidisciplinary team of staff.