

Job Class Profile: Child Youth Care Worker**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	4	6	3	3	3	1	4	
Points	233	83	25	29	90	65	62	21	43	651

JOB SUMMARY

The Child Youth Care Worker performs child and youth mental health work in establishing and maintaining therapeutic relationships with children and youth with complex mental health and/or addiction issues who require long term residential treatment at a youth treatment centre.

Key and Periodic Activities

- Builds and maintains meaningful, effective therapeutic relationships with all young people; creates mutual, comfortable, reciprocal involvement between staff and young people; provides positive and emotional supportive counseling to young people; and introduces young people to a variety of new activities and experiences.
- Demonstrates understanding of behavioural and emotional needs and problems of youth and deals decisively with youth in crisis; follows unit guidelines and individual treatment plans of all young people consistently and accurately; and actively engages with young people and maintains an awareness of their whereabouts at all times.
- Records observed data on young people's behavior, interactions, and incidents in a clear, concise, objective manner in the client record; records significant information regarding events, activities, routines, appointments, contacts, etc., and completes documentation as events happen or at the end of the shift in clear, behavioural terms.
- Initiates, organizes, monitors and/or participates in group activities as part of the total treatment plan, in order to help young people with social work and to develop helping relationships with them; demonstrates awareness of community resources and how to make use of them to organize and implement appropriate activities and to make referrals when necessary to other community agencies.
- Consistently applies reinforcement to positive, adaptive behaviour; applies natural or logical consequences to undesirable behaviour; actively and appropriately intervenes when a disruptive conflict situation occurs, in a flexible, non-coercive approach.
- Prevents disruptive or undesirable behaviour consistently and appropriately without prolonged or unnecessary arguments or discussion.
- Develops, implements and oversees behavioural, recreational, social and life skills programs for young people; facilitates individual and group programming activities in various areas, including but not limited to the following: anger management, sexuality, education, social skills, life skills, and self-esteem building.

Key and Periodic Activities
<ul style="list-style-type: none"> — Performs other related duties as required.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — First Aid/CPR, Therapeutic Crisis Intervention, Suicide Intervention, Code of Ethics of the Council of Canadian Child and Youth Care Association, internal policies and procedures, and other training as set out by the organization. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Graduation from High School supplemented by the successful completion of a 2 Year recognized Child and Youth Care Diploma Program or a relevant university degree. — Membership with Child and Youth Care Association of NL. — Class IV Driver's License is required. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 3 years' experience working directly with children and youth with complex mental health and/or addictions issues. <p>Competencies:</p> <ul style="list-style-type: none"> — Ability to utilize a variety of intervention techniques. — Ability to demonstrate a basic knowledge of mental health issues, addictions, abuse and other relevant issues impacting youth. — Ability to demonstrate an understanding of behavioural and emotional needs and problems of youth. — Ability to advocate on behalf of youth. — Ability to create a mutual, comfortable environment for both staff and young people. — Ability to provide effective and courteous verbal and nonverbal communication techniques. — Ability to be creative in working with youth who are experience complex issues.
Interpersonal Skills
<ul style="list-style-type: none"> — Interpersonal skills are used to listen to information and ask questions, provide routine and complex information to others, provide care/comfort to others, coach/mentor, deal with angry or upset people, gain the co-operation of others to complete work, provide emotional and supportive advice and counselling, and resolve disputes between people. — Examples are: performing both individual and group counseling to young people; guiding and instructing clients individually or in groups regarding correct social behavior, adherence to rules, fair play, acceptable table manners and personal hygiene; guiding and supervising appropriate work habits; setting acceptable examples in conduct, speech, dress and deportment; participating as a member of various work teams in all aspects of client treatment; intervening in an appropriate manner when youth are exhibiting violent or destructive behavior which may pose a threat to the well-being of others, themselves or property; tutoring young people in

school work; and maintaining ongoing communication with parents/caregivers to keep them involved in child's daily lives.

- The three most significant contacts are residents; coworkers; and immediate supervisor.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue, requiring periods of rest.
- Regularly lifts/moves objects/files up to 10 lbs. and occasionally moves/lifts objects in excess of 50 lbs. (i.e. restraining or moving a young person during an outburst or physical threat).
- Regular sitting, standing, walking.
- Examples of physical effort: completing household tasks such as meal preparation or laundry; entering information on records, etc.; participating in recreation activities with youth, applying physical restraints.
- Occasional fine finger precision work and use of gross motor skills.

Concentration

- **Visual** concentration (i.e. conducting security and monitoring of young people; observing non-verbal cues and behaviours; watching client's behaviour for changes; awareness of sharp objects, drugs, or alcohol; conducting curfew checks).
- Auditory concentration and strain (i.e. active listening to what is occurring or being said by clients often in a loud environment; listening for unusual sounds (i.e. drug use); listening to situations to ensure they do not escalate to aggression).
- **Alertness** to the health and safety of others (i.e. clients may be involved in high risk behaviours that require a high level of attentiveness on the part of staff such as drug use, suicide. Clients may be in conflict with other young people or pose a threat to staff. Observation of medical issues/problems or psychiatric disturbances and taking appropriate action is required).
- **Higher than normal levels of attentiveness** (i.e. supervision of clients, crisis intervention).
- Other sensory concentration (i.e. using sense of **smell** to detect drugs, tobacco use, alcohol, or possible fire.)
- **Time pressures and deadlines** (i.e. escorting young person to appointments).
- **Interruptions and lack of control over the work pace** (i.e. conflicts between residents requiring immediate attention/mediation, agitated or aggressive residents).
- **Eye/hand co-ordination** (i.e. computer work, meal preparation and driving facility vehicle.)
- **Repetition** requiring alertness (i.e. curfew checks, file administration/note taking.)

Complexity

- Tasks are generally different but related and involve a wide variety of responsibilities and situations. Challenges and problems range from those that can be resolved using standard work processes, to those that require analysis of the issue and the development of solutions in a team environment.
- Typical challenges include: working with young people who have challenging behaviours; maintaining a secure and safe environment for staff and residents; intervening appropriately when residents exhibit violent or destructive behaviour; and crisis intervention.

- When addressing typical challenges/problems, can reference the daily checklist, internal policies and procedures, related legislation, or advice/guidance from supervisor.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally prescribed and controlled.
- Work is performed independently within established policies and procedures and is reviewed by a supervisor through discussion, review of reports, and analysis of results obtained.
- Highly accountable and responsible for the residents on their units and take on the functional responsibility for managing the resident's case plans, performing curfew checks, interviewing, counselling, and may participate in program development.
- A high level of judgement and discretion is exercised in situations where police intervention is necessary, when medical attention is required, or utilizing a physical intervention.

Impact

- Has a positive or negative impact on immediate work area, the department, and on residents and their families.
- Work also impacts finances, facilities, health and safety, and human resources. The completion of tasks directly impacts both employees and residents at the facility, as well as programs offered. Impact is felt in the day-to-day operation of the facility, the care/support/security of residents, and other professions such as social work.
- Consequences and/or errors are normally identified and resolved within hours of identification.
- Significant mistakes could result in a major security or health and safety issue for residents and staff, and possibly the community.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides on-the-job guidance, advice, feedback, and mentoring to new and junior employees.

WORKING CONDITIONS

Environmental Working Conditions

- Required to use universal precautions and safety protocols at all times. Gloves are required in certain situations such as cleaning contaminated surfaces, or working with residents who have infectious diseases, or any exposure to bodily fluids.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses, fractures or other injuries, or occupational illness resulting in disability.
- Occasional exposure to unusual/distracting noise, dirt/dust/garbage, hazardous chemicals (to clean and sanitize bodily fluids when doing laundry or cleaning), infectious diseases, bodily fluids, odours, wet or slippery surfaces, lack of privacy, fire, physical dangers or threats (from residents), sharp objects, adverse weather, and travel/client transportation.