

Job Class Profile: Senior Child Youth Care Worker**Pay Level: CG-35 Point Band: 766-789**

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	4	4	4	3	4	
Points	233	83	25	29	120	87	83	64	43	767

JOB SUMMARY

The Senior Child Youth Care Worker oversees the operation of the youth treatment centre including guiding and mentoring Child and Youth Care (CYC) Workers and acting as a team lead, overseeing the work of all staff on the unit, as well as, providing a safe and structured environment for young people and participating in the development and implementation of behaviour management, skill teaching, and other therapeutic activities.

Key and Periodic Activities

- Functions as primary worker for overseeing the work of all CYC staff on the unit. Oversees the operation of a program by guiding and mentoring of staff and all aspects of the operation.
- Guides and leads the development and implementation of therapeutic programs and planned environments to facilitate change; oversees all activities and routines on the residential unit during daytime and evening shifts; delegates responsibility and authority to staff and young people, with the aim of increasing their awareness of their talents and abilities; and promotes personal growth and independence.
- Ensures all supplies required are on the residential units; provides information to the manager for departmental and organizational reports and financial accountability reports as required; participates in scheduling to ensure all shifts are covered and relief in place when needed; ensures all incident and occurrence reports are completed by appropriate staff on the unit as required; and receives and responds to complaints from youth, families and the community and advises the manager as required.
- Collects required statistical data and provides monthly reports to the manager; oversees and monitors safety, maintenance and cleanliness in the facility, reporting deficiencies to the manager or appropriate staff member; and communicates relevant information during change with residential team members.
- Ensures that there is an adequate supply of young people's medications available and that they are stored in the appropriate secure cabinet; ensures young people receive their medication as prescribed; and documents all information pertaining to medication in the client record.
- Participates in orientation and training of staff and under the supervision of the Manager, assists in the training, supporting and evaluating student interns.
- 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

Key and Periodic Activities

- a variety of new activities and experiences.
- Demonstrates understanding of behavioral 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 behaviour, 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, behavioral terms.
- 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, and in a flexible, non-coercive approach.
- Prevents disruptive or undesirable behavior consistently and appropriately without prolonged or unnecessary arguments or discussion.
- Develops, implements and oversees behavioural, recreational, social and life skills programs for the 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.

SKILL

Knowledge

General and Specific Knowledge:

- 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.

Formal Education and/or Certification(s):

- Minimum: Graduation from high school supplemented by the successful completion of a two 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.

Years of Experience:

- Minimum: 5 years of experience working directly with children and youth with complex mental health and/or addictions issues.

Competencies:

- Utilize a variety of intervention techniques.
- Demonstrate a basic knowledge of mental health issues, addictions, abuse and other relevant issues impacting youth.
- Demonstrate an understanding of behavioral and emotional needs and problems of youth.
- Advocate on behalf of youth.
- Create a mutual, comfortable environment for both staff and young people.

- Provide effective and courteous verbal and nonverbal communication techniques.
- Be creative in working with complex youth.
- Demonstrate leadership skills.

Interpersonal Skills

- A range of interpersonal skills are used to listen to information and ask questions, provide routine and complex information to others, provide care/comfort to others, conduct formal interviews, promote an idea or approach, instruct/train, coach/mentor, deal with angry or upset people, gain the cooperation of others to complete work, provide expert advice and counselling, and resolve disputes between people. Skills are used for crisis prevention and intervention; acting as a team leader and mediator in conflict resolution with residents; resolving complex issues relating to program and therapeutic development; providing guidance and direction to other staff; acting as a role model and mentor to youth; dealing with angry/upset youth and families and providing program overview/information to other professionals such as social workers.
- Communications typically occur within the immediate work area and department.
- The most significant contacts are with residents and families to provide intervention services and counselling to young people and families experiencing difficulty, fellow child youth care workers to implement and facilitate daily activities with residents, identifying need areas of the youth and in carrying out daily operations of the facility and the manager for advice, feedback and debriefing.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue requiring periods of rest.
- Occasionally moves/lifts objects weighing up to 50 lbs.
- Occasional fine finger precision work to complete reports on the computer, gross motor skills for moving furniture.
- Regular sitting, standing, walking, and driving.
- Physical effort is required when participating in the implementation of behaviour management, skills teaching and related therapeutic activities including cooking, cleaning, participating in recreation activities with the youth such as walking/basketball and doing laundry.

Concentration

- **Visual concentration** is required for visual alertness/focus on the physical surroundings and any potential risk to staff or residents, general supervision of residents, watching residents' behaviour for changes, medication count checks, monitoring surroundings, ensuring safety and security protocols are in place.
- **Auditory concentration** is required when resident conversations provide vital information as to their mental state; when working in a house setting with noise from tv's/radios/music/conversations; when supervising staff in their interactions with clients, and therapeutic active listening with clients to provide appropriate interventions.
- **Alertness to the health and safety of others** is required since many residents are involved in high risk behaviours that require a high level of attentiveness on the part of staff such as self-

mutilation, drug use, suicide.

- **Higher than normal levels of attentiveness** is required for the supervision of residents, and during crisis intervention for youth admitted to the facility.
- **Interruptions and lack of control over the work pace** occurs with phone calls, short notice appointments, responding to the use of drugs, conflicts between residents requiring immediate attention/mediation, agitated or aggressive residents.
- **Other sensory concentration** such as smell is used to detect drugs or alcohol, fire hazards, etc.
- **Time pressures and deadlines** exist for monthly statistical reports, resident appointments, case conference reports, intervention plans.
- **Eye hand coordination** is required to perform computer work and when driving facility vehicle.
- **Exact results or precision work** is required when completing incident reports which require accurate, detailed information.

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 some contextual cause and effect analysis.
- Typical challenges include dealing with youth when they are verbal or physically aggressive, mediating youth when a worker has handed out a discipline, providing and creating an environment and programming which has the greatest therapeutic value to clients and their families, trying to get youth to meet expectation and reintegrating them into the community while continuing to rehabilitate them, keeping staff on task with regards to completing daily chores and meeting expectations, contacting agencies and families when an incident or crisis occurs explaining why an intervention was required.
- When addressing typical challenges/problems incumbents can reference policies and procedures manuals, related legislation, or advice/guidance from Manager.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally prescribed and controlled.
- Day to day decisions are made with regards to implementing programming requirements or changing intervention protocols for youth. Independent decision making is given a high priority in emergency or crisis situations.
- Discretion and judgment is exercised during daily case planning and implementation. Decisions are made with regards to the scheduling of extra staff to ensure the safety of staff and youth at the facility, keeping in mind the financial concern and impact on budget.
- The Senior Child Youth Care Worker may also use discretion in changing the residents' daily schedules.

Impact

- Has a positive or negative impact on immediate work area, the department, and on clients and families. Additionally there are impacts on 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. It is felt in the day to day operation of the facility, the care and support of residents, and other professions such as social work. Successful interventions with residents affect not only them, but the staff, the family of the youth, and society. As the Senior Child Youth Care Worker, decisions are made regarding scheduling of staff and guidance/direction provided to staff.
- Consequences and/or errors are normally identified and resolved within hours of identification.
- Each staff member has a guideline to complete and follow which outlines what is expected of the staff member and residents. There is a checklist for staff to track youth behavior and a program in place for the youth to follow. These program expectations and intervention plans provide a basic template for the completion of tasks, however a high level of judgement and discretion is involved.
- Significant mistakes could result in damage to the facility, vehicles, staff or residents. Inappropriate response or lack of response, to a resident in crisis could cause the crisis to escalate putting the resident and others at extreme risk. Unsupervised youth could assault another resident, initiate sexual activity, and take drugs or alcohol.
- Are also responsible for the appropriate allocation of prescription drugs and medication. Inaccuracy in this task could have significant affects on the resident.

Development and Leadership of Others

- Functions as team lead with responsibility for guidance, mentoring of bargaining unit staff (i.e. Child Youth Care Workers).
- Senior Child Youth Care Workers, as part of their skill set, are required to be constant role models in many areas of program and staff development. In addition to this, they have a formal responsibility for the direction, guidance, feedback, training, orientation, delegating tasks, peer support, and mentoring of junior staff.

WORKING CONDITIONS

Environmental Working Conditions

- Required to use universal precautions and safety protocols at all times. Required to wear gloves in certain situations such as room searches, personal searches, cleaning contaminated surfaces, etc.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses, fractures or other injuries, and occupational illness resulting in partial or total disability.
- Occasional exposure to unusual/distracting noise, dirt/dust/garbage, hazardous chemicals, toxic or poisonous substances, infectious diseases, odours, wet or slippery surfaces, lack of privacy, fire, physical dangers or threats, sharp objects, adverse weather, and travel/client transportation.
- Examples of environmental work conditions: use of chemicals to clean and sanitize, exposure to bodily fluids when doing laundry or cleaning the facility, physical threats from residents, residents with knives or other sharp objects, residents with infectious diseases, taking residents to appointments in adverse weather conditions, intervening in a crisis situation, and the application of restraints.