



## Job Description

### General Information:

<b>Common Job Title:</b> Back Up Youth Services Counselor  This position supports various agency programs which deliver services to youth.	<b>Official Job Title:</b> Counselor, Youth Services, Back up
<b>BGAS/Dept.Code: 21COU014</b> Transitional Services	<b>FLSA Status:</b> Non-Exempt
<b>Reports to:</b> TSY Program Supervisors	<b>Type:</b> On call
<b>Job Level:</b> Level 6	<b>Standard shift hours / Hrs per week:</b> Varied on-call and in-office shifts to cover 24 hour, 365 days per year coverage. On-call shifts are assigned to cover evenings, weekends, and holidays. Additional shifts may be assigned to cover for other regular shifts (i.e. vacation, sick time, etc.). Schedule may vary depending on program need.
<b>Revised:</b> January 10, 2008	<b>Eligible for benefits:</b> No <b>Job # 10-12</b>
<b>Employee Signature and Date:</b> \$13.20 - \$14.29/hour	Additionally, stand-by pay rate will be paid for on-call shifts <sup>1</sup>

### Essential Functions:

- Respond to a broad range of crisis calls from youth, parents, teachers, foster parents, community agencies, etc. Respond to crisis calls by appropriately assessing the call, providing counseling, crisis intervention, referral and/or additional agency services.
- Respond to referrals for placements from contractors and community Partners such as Law Enforcement Agencies, Juvenile Departments, Mental Health Departments, Child Abuse Hotline, Juvenile Detention, etc. Have knowledge of all Shelter Services programs and make appropriate decisions regarding youth referred for placement.

<sup>1</sup> Currently:

Basic Shift (0+ to 16 hours)	\$25 per shift
Extended Shift (16+ to 24 hours)	\$50 per shift
Holiday Differential (0+ to 24 hours)	Add \$25 for any part of a holiday day (no more than \$25 for any one holiday)



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- Provide crisis response to youth and/or foster homes which require additional support for behavioral or emotional issues that may arise after hours or on weekends. This may require in home crisis de-escalation and support in agency foster homes.
- Provide back up onsite support to Pettygrove staff on weekdays from 5pm to 8am, weekends, holidays, and when youth behaviors rise to the level requiring the need for additional staff. Also provide coverage for medical issues that need to have youth brought to the ER for care.
- Provide appropriate program screening, intake and assessment, determination of appropriate foster home placement and transportation of youth to the foster home.
- Responsible for appropriate interactions with a variety of referral sources, including: Juvenile Departments, Law Enforcement Agencies, Mental Health Departments, parents, youth, Department of Human Services (DHS), and agency employees.
- Complete all paperwork including Intakes, Shift Summaries, etc. in a timely manner.
- Provide prompt and accurate details of placements, shelter home availability, case management, documentation of contacts and activities.
- Provide all necessary communication with other agency staff to support the consistent provision of services, including information regarding foster home placements, foster home availability, scheduling of appointments, etc.
- Attend team or employee meetings and trainings as required, which may occur after normal work hours.
- During on-call shifts, the employee must be available by cell phone, return calls within 10 minutes, and meet all essential functions of the job as described. While the employee must be available to work during scheduled on-call shifts, the employee also should be able to use the time not working effectively for their own purposes, even though there are some limitations. Stand-by pay rates will not be paid for scheduled on-call shifts if the employee is unavailable to work during the scheduled shift hours.
- Must be available to provide regular shift coverage<sup>2</sup> when requested.
- Complete other duties as assigned to assist in the functioning of Shelter Services, Pettygrove, STEP and Our Place foster homes.

### Qualifications and Job Requirements:

- **Job Knowledge:** Bachelor's degree with major study in social work, psychology, sociology, or a closely allied field, plus relevant experience in youth counseling or crisis intervention. Relevant combination of education, experience, and/or training may substitute for degree. Professional entry level social service knowledge. Level 4
- **Supervising:** None. Level 1
- **Decision-Making:** Supervision for new or unusual situations. Decision-making, problem solving, and/or recommendations within scope of position responsibilities. Must be able to

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<sup>2</sup> This may include day, swing or graveyard shifts. Positions covered are Youth Care Counselor, Shelter Services Counselor, and Intake Counselor.

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provide appropriate services to people from diverse socio-economic, racial, ethnic and other cultural groups. Level 4

- **Interpersonal Skills/Interactions:** Interacts and communicates with youth, families and community partners outside of the agency. Communication and interpersonal skills important and must be well-refined. At times, interactions with others are complex, and may be demanding or difficult. Must be able to use diplomacy during difficult circumstances. Must be able to appropriately interact with people from diverse socio-economic, racial, ethnic and other cultural groups. Level 3
- **Impact:** Regular contact with youth, families and community partners. Influences treatment outcomes of clients. Level 3

### **Additional Skills & Abilities:**

- Valid Oregon Driver's License, personal automobile liability insurance, acceptable driving record, and reliable transportation required.
- Must be able to manage multiple tasks requiring excellent organizational skills.
- Must have basic word processing and computer skills for data entry, email communications, etc.

### **Physical Requirements and Work Environment:** Level 3

- Must be reachable at the office and by cell phone when away from the office during scheduled shifts.
- Stands, walks, bends, stoops, and sits in front of a computer screen keyboarding on a consistent basis.
- May work outside or transport clients under a variety of conditions.
- May encounter highly anxious/agitated youth and their families.
- Must be able to lift and transport up to 30 pounds on an occasional basis.
- The noise level in the work environment is usually moderate.
- Consistent availability/attendance is required.