

Florence Crittenton Services Position Description

Who we are

Founded in 1903, Florence Crittenton Services of North Carolina is a non-profit organization that provides maternal, family care and life skills services for girls and women who have experienced trauma. We're nationally accredited and guided by a trauma-informed model of care to make our clients feel safe, supported and empowered. We exist to help every girl and woman who walks through our doors realize a better tomorrow. Our five core values that drive our service delivery are: Compassion, Respect, Inclusion, Accountability and Hope.

Working here

FCS employees, along with our community partners and volunteers play an integral part in our success. Our employees are here because we care about our clients more than they may even care about themselves. As an FCS employee, you will help to create positive outcomes, guiding clients toward a better path and helping them stay on it, even when the journey gets difficult.

We deliver our services with a trauma-informed approach using the ARC framework. As a member of our team you will receive ARC training to develop an understanding of the impact that trauma and adversity have on our clients. We work as a team using a shared language and structure for providing our services to address these trauma-related impacts to help our clients thrive and realize a better tomorrow.

Here are some of the many ways our employees help girls and women realize a better tomorrow:

- Building a foundation of self-esteem
- Creating stable, sustainable family units
- Ensuring healthy delivery and baby
- Overcoming trauma to achieve self-sufficiency
- Keeping mothers and children together
- Facilitating positive future outcomes

Working at FCS provides you with the opportunity to make a difference in the lives of girls, women and children in a unique working environment. Benefits include complimentary meals during your shift, on-site fitness room, and many opportunities to attend valuable training to enhance your personal and professional development.

Job Title: Overnight-Awake and Records Assistant

Department: Residential Maternity, Sarah's House and Legacy Hall

General Description of Duties:

The Overnight Awake staff member is responsible for providing direct care to clients, maintaining a climate conducive to positive, cohesive and congenial group living and providing clients with a safe and secure living environment. This position also performs clerical support and records maintenance duties to support the residential team.

Line of Authority:

Overnight Awake staff reports directly to the Residential Director.

Job Classification:

Full-time, non-exempt

Specific Duties and Responsibilities:**All Shifts**

- Ensures clients follow program guidelines, rules and regulations at all times.
- Responds to clients' medical symptoms and/or needs by following clinic instructions, administering medication, transporting to and escorting into the hospital.
- Maintains client records in accordance with licensure and accreditation regulations.
- Provides clerical support to the residential team including typing, file maintenance, copying, updating tracking forms and preparing LBD notices.
- Updates census report, school attendance report, caseload list and room chart for the next day; ensures client class enrollments are up to date.
- Performs audits of client charts and takes the necessary follow-up actions to ensure charts are complete.
- Updates all clinical forms and ensures forms are readily available to residential staff.
- Assists Records Technician with all documentation tasks including tasks related to Homeless Management Information System updates.
- Assists Records Technician with managing online records database in KaleidaCare Solutions &, including review of staff documentation for accuracy, setup of staff accounts and directing support requests.
- Intervenes in problem behaviors by utilizing crisis intervention and redirection skills.
- Documents all activities occurring and any new information disclosed on a client by client basis, maintaining client and program records in accordance with applicable standards and regulations, grant requirements, etc.
- Is familiar with, and follows, the comprehensive treatment plan of each client.
- Provide support for clients who may be in the early stages of labor by timing contractions.
- Participates in a minimum of 24 hours of continuing education activities annually.
- Maintains professional ethics as outlined in the NASW code of ethics.
- Completes building lock-up, last bed checks and performs periodic bed checks for all residents.
- Responsible for first wake-up of the day during the school year.
- Responds appropriately to and documents all intake calls.
- Conducts fire drills as assigned
- Other duties as assigned

Minimum Qualifications/Requirements:

- Experience in residential care or related human services area
- Strong interpersonal skills with a customer-focused attitude
- Excellent customer service skills
- Must be able to work as part of a team
- Must be CPR certified within 30 days of hire
- Must have a valid Driver License
- Commitment to Florence Crittenton Services' mission, goals and values

Education:

High school diploma or equivalent; at least six months experience in residential care preferred.

How to apply:

Email a cover letter and resume to alee@fcsnc.org. **All cover letters must include your hours of availability in order to be considered.**

Florence Crittenton Services is an Equal Opportunity Employer. We consider all applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, age, national origin, genetic information, disability, veteran status or any other status protected by all applicable federal and state laws.