

## Florence Crittenton Services

### 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.

### Position Description

**Job Title:** Residential Specialist, 2<sup>nd</sup> Shift

**Department:** Legacy Hall

#### **General Description of Duties:**

Residential Specialists are responsible for supporting clients in remaining compliant to service plan as agreed upon by Treatment Team. The Residential Specialist will work with and carry out directions from Treatment Team to best meet client needs as outlined in that plan.

**Line of Authority:**

The Residential Specialist reports directly to the Residential Director.

**Job Classification:**

Full time, non-exempt

**Specific Duties and Responsibilities:**

- Works with clients on a day-to-day basis using professional judgment and discretion to implement the team-determined treatment plan; monitors clients' progress towards meeting treatment goals
- Makes detailed daily case notes for each client, documenting all activities within the shift that they occur; maintains client and program records in accordance with applicable standards and regulations
- Responds to clients' medical symptoms and/or needs by following clinic instructions, administering medication, documenting and signing the MAR, transporting and escorting clients to the hospital
- Organizes and supervises individual and group chore programs; conducts daily room and chore checks to ensure satisfactory completion
- Conducts orientation for new clients to introduce them to the programming and structure of group living
- Facilitates regular hall meetings
- Supports clients around issues of daily living to include, but not limited to chores, relationships, activity involvement; assures procurement of additional services as needed
- Participates in weekly Treatment Team clinical meetings to assist in development, implementation and revision of individual treatment plans
- Facilitates and transports clients on weekly errand run
- Intervenes in problem behaviors by utilizing crisis intervention, redirection and de-escalation skills
- Provides supervision of clients in dining hall during meals
- Transports clients in agency vehicles to various appointments, SA/NA meetings
- Maintains house security standards by admitting and supervising authorized visitors and clients
- Assists with quarterly baby store auctions for the clients
- Consults and cooperates with community systems with the focus on attaining treatment goals
- Provides support for volunteer groups when staff supports are needed
- Ensures clients follow program guidelines, rules and regulations at all times
- Coordinates and manages implementation of safety drills and procedures
- Participates in a minimum of 24 hours of continuing education training annually
- Attends meetings as appropriate and meets regularly with supervisor to exchange pertinent information and receive supervision
- Works with supervisory assistance evaluating possible courses of conduct and making decisions where there is no opportunity to seek supervisory assistance
- Works together as a team with other Direct and Non-Direct Service staff
- Maintains professional ethics as outlined in the NASW code of ethics
- Other duties as assigned

**Minimum Qualifications/Requirements:**

- Must be able to work 2<sup>nd</sup> shift, 3pm – 11pm
- Experience in residential care, at-risk youth or related human services area
- Strong interpersonal and organizational skills with a customer-focused attitude
- Ability to be sensitive to and understanding of the unique needs of the client population served
- Ability to read and comprehend information regarding adolescent development
- Excellent customer service skills
- Must be able to work as part of a team

- Must be available to work assigned shift
- Must be CPR certified within 30 days of hire
- Must have clean driving record and valid driver license
- Commitment to Florence Crittenton Services' mission, goals and values

**Education:**

Bachelor's Degree in Human Services or related field and at least six months of experience in residential care.

**FCS offers our full time employees a competitive benefits package including:**

- Medical & Dental Insurance
- Company-paid Life & Accidental Death Insurance
- Company-paid Long Term Disability Insurance
- Flexible Spending & Dependent Care Account option
- Paid Time Off
- 401(k)
- Employee Assistance Program
- Additional Voluntary Benefits

**How to apply:**

Email a cover letter and resume to [alee@fcsnc.org](mailto:alee@fcsnc.org). Resumes submitted without a cover letter will not 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.