

**TITLE: Residential Counselor**

**PROGRAM: Residential Services—Servants Heart Residential Treatment Center**

**PRIMARY FUNCTION/PURPOSE**

The Residential Counselor provides daily care, guidance, supervision, and therapeutic intervention to residents residing in KCI Residential Treatment Center of The Children's Shelter. The Residential Counselor develops and maintains positive, supportive relationships with residents and assists them, as a teacher/mentor, in meeting their treatment goals. As part of the treatment team, the Residential Counselor works to provide a safe, therapeutic environment for residents in KCI Residential Treatment Center of The Children's Shelter.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Report 5 minutes prior to beginning of assigned shift and remain on shift until properly relieved.
- Comply with The Residential Treatment Center policies and procedures. Assures direct care tasks are being carried out in compliance with licensing standards and Residential Treatment Center operational procedures.
- Work individually with assigned residents in the role of primary or secondary Residential Counselor.
- Implement and monitor behavioral interventions and treatment interventions.
- As a member of the interdisciplinary treatment team for residents, Residential Counselor will participate in treatment team meetings for youths assigned to them.
- Accept direction and work assignment from the Shift Supervisor and/or Assistant Shift Supervisor to include work with any group of residents assigned.
- Attend to the medical needs of residents as they arise under the direction and supervision of the Shift Supervisor and/or Assistant Shift Supervisor.
- Assist co-workers when workload and circumstances mandate.
- Model appropriate behavior and social skills at all times, setting an example for residents.
- Model appropriate social skills to include positive ways of coping with stress, frustration, anger, appropriate dress, loudness/tone of voice, cooperation and eating habits.
- Take responsibility for the safety of residents in the immediate area, not just residents in assigned group.
- Closely monitor and supervise resident's behavior on off-campus activities/outings.
- As a designated driver, transports residents and staff to and from designated points as directed by Supervisor and/or Assistant Supervisor; adhere to safe driving standards at all times while operating TCS vehicles; report all incidents involving the residents or any vehicle problems immediately to Supervisor and/or Assistant Supervisor (mobile phone provided).
- Provide feedback to Supervisor and/or Assistant Supervisor on individual residents to include incident reports and behavioral observation records.
- Communicate with team members about the residents for continuity of care.
- Monitor and assists in the upkeep of the facility using checklists provided by the Shift Supervisor and/or Assistant Supervisor.

- Ensure the accuracy and completeness of Residential Treatment Center records and reports.
- Complete all reports in a timely manner prior to leaving the shift.
- Maintain and safeguard the confidentiality of residents information at all times.
- Interact with residents at meal times by serving residents food, sitting and eating with them, and then by helping to clean the dining room.
- Residential Counselors are required to eat in the dining room with the residents.
- Ensure the personal hygiene of each resident is completed by assisting residents with bathing, dressing, oral hygiene, and grooming.
- Assist the residents at bedtime and when awakening.
- Plan, organize, supervise, and actively engage in therapeutic activities and recreation for the residents in accordance with the published daily activity schedule.
- Supervise the general interaction of the residents by utilizing appropriate behavior management techniques; promoting positive interaction between residents; encouraging residents to take on responsibility in the daily routine of the Residential Treatment Center.
- Takes care of all equipment and supplies used by the residents and ensure it is safe and in a good state of repair, returning equipment to proper storage area after use.
- Identify routine maintenance work/repair and report to the Shift Supervisor and/or Assistant Shift Supervisor.
- Maintain individual proficiency in first aid, CPS, emergency behavior management (SAMA), and participate in at least 50 hours of in-service training annually.
- If required, assist in household laundry of linens and resident's clothing. Complete routine cleaning of dorms and dining room.
- Maintain a working knowledge of the published shift task list
- Maintain clothing/linen in the dorm storage area as prescribed by Supervisor and \or Assistant Supervisor.
- Provide feedback to the Shift Supervisor and/or Assistant Shift Supervisor of suggestions or ideas for improvement of Residential Treatment Center operations. Ensure that problem areas are brought to the attention of the Supervisor and/or Assistant Supervisor.
- Responsible for own personal safety, your co-workers, and others that might enter your work area.
- Perform any specifically assigned duties as directed by Shift Supervisor and/or Assistant Shift Supervisor.

### **GENERAL EXPECTATIONS**

- Residential Counselors will work well together as part of the therapeutic team as opposed to isolation to job or shift specific orientations
- Responsible for daily supervision of the youths and being aware of where the youths are at all times. Responsible for immediately communicating to the Shift Supervisor or Assistant Shift Supervisor on duty when youth is out of staff's line of sight.
- Residential Counselors will nurture and sustain positive individual and group interactions with residents in a professional manner as they carry out their duties and assigned tasks. Provide and implement a caring, safe, & structured environment for the youth

- Residential Counselors will practice empathetic understanding and listening skills when interacting with the residents and will communicate in a positive manner with the residents regardless of the resident's developmental level.
- Residential Counselors will actively teach and model non-violent, non-physical, positive interactions for the residents in order to assure an understanding of expectations of non assaultive (biting, kicking, scratching, striking, hitting) as a means to conflict resolution
- Residential Counselors will assure that learning activities and any discipline is tailored to the resident's individualized developmental level and overall ability to understand.
- Residential Counselors will know how or learn to recognize and identify behavioral/emotional escalation in residents regardless of age or developmental level as well as strategies to de-escalate this behavior prior to it becoming physical and/or unmanageable
- Residential Counselors will be able to identify potential risk factors in the milieu environment and will be proactive in reducing the incidence of problems through early, positive intervention in order to avoid potential crisis
- Residential Counselors will maintain professional confidentiality regarding residents at work as well as away from the facility.
- Residential Counselors will address challenging behaviors in a professional and positive manner while continually demonstrating and focusing on appropriate expectations of behavior.
- Responsible for responding professionally to crises, and following agency policies and procedure's related to emergencies.

## **REQUIREMENTS**

- Skills in organizing work in a responsible way within an environment with multiple challenges and priorities.
- Effective time management skills required.
- Ability to engage and effectively communicate with persons from diverse cultures and communities, as well as from different groups, including residents, their parents, agency colleagues, support staff members, supervisors, administrators, and persons from the legal and judicial system. Present a good public presence.
- Ability to legibly document required paperwork, with an emphasis on recording the details. Demonstrate good writing skills.
- Must maintain a current drivers' license. Must have access to reliable and safe transportation for self.
- Drivers of corporate vehicles must maintain a valid Texas driver's license and favorable driving record as condition of employment.
- Must be at least 21 years of age.
- Must possess a high school diploma preferred, GED acceptable
- Prefer minimum of one year of experience in childcare, particularly in a residential setting.
- Bi-lingual in English and Spanish preferred
- TB test before employment and submit TB questionnaire annual thereafter
- Working knowledge of Residential Treatment Center standards.
- Favorable background check.
- Knowledge of child development and behavior management.

- Ability to spend long periods of time standing, bending, stooping, and walking around the facility while supervising and/or participating in the activities and assisting in the movement of the residents. Be in good physical health, have physical stamina, and have the ability to work under pressure and stress in a fast paced work environment.
- Primary place of duty is the KCI Residential Treatment Center — Residential Counselors are not allowed to leave the Residential Treatment Center premises during their assigned shift due to safety issues and resident to Residential Counselor ratio.
- Accompany residents on field trips requiring the physical stamina to walk a least a mile.
- Able to climb stairs repeatedly. Ability to lift at least 25 pounds.
- Agility required provide for young, active, and often disruptive residents.
- Willingness and ability to work effectively with co-workers. Teamwork and cooperation with co-workers is mandatory.
- Mature judgment and an ability to act in an independent, responsible manner in all matters relating to the care and safety of residents.
- Maturity to treat residents with dignity and respect at all times, in all circumstances.
- Maintain a working telephone so the Supervisor and/or Assistant Supervisor are able to contact as needed.
- Working knowledge and ability to work positively with others as well as to participate and contribute constructively to team problem solving.
- Demonstrated ability to be flexible and to function within a changing work environment.
- Ability to accept direction and supervision
- Successfully complete the approved emergency behavioral management training program and maintain certification

#### DESCRIPTION OF THE WORKING ENVIRONMENT

- Work assignments are inside and outside. Residential Counselors accompany the residents on field trips (zoo, parks, walks, etc.). Job requires physical stamina; agility required to manage young, active residents. Good health and high spirits to sustain activities are necessary to maintain this position.
- Residential Counselors work the following shifts: (6 AM to 2 PM M-F); (2 PM to 10 PM M-F); (10 PM to 6 AM Four on two off schedule); (6 AM to 10 PM Saturday and Sunday plus 3 hours during the week).

#### DESCRIPTION OF ORGANIZATIONAL RELATIONSHIP/REPORTING RELATIONSHIPS

Supervisor: Shift Supervisor

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Employee: Print Name                      Signature                      Date

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Supervisor: Print Name                      Signature                      Date