

**Holy Family Institute**  
**Journey of Hope Program**  
**YOUTH CARE WORKERS – INTAKES-CRISIS TEAM**  
**Bilingual - Spanish**

**Reports to:** Shift Supervisor of Journey of Hope Program

**Hours:** The following shifts are available. Kindly include in your cover letter which shift(s) you prefer. Weekend work required.

All positions are full-Time, 40 hours/week.

Afternoon Shift: 2:30 p.m. – 10:30 p.m.

Night Shift: 10:00p.m.-6:00a.m.

**Position Overview:**

The Intakes-Crisis Team Youth Care Worker (YCW) primary focus is handling preparations for and conducting actual intakes and discharges. As such, this position will require overnight shift work and/or afternoon shift work. Secondary responsibilities are being available for 1:1 supervision when children need it, filling opens in schedule/call offs, and assisting with field trips to help meet higher ratio for field trips. The Intakes-Crisis Team YCW is also responsible to provide direct supervision and monitoring of children in care and maintain line-of-sight and sound at all times. Any candidate must be **proficient in both English & Spanish (read, write and speak)**. Final approval for hire will be done by the Project Officer of the Office of Refugee and Resettlement which is a sub-agency of the Department of Health and Human Services of the federal government.

**Prepare and Handle Intakes:**

- Prepare all paperwork and necessary inventory items to have available during Intakes.
- Communicate with various personnel to assure that food, paperwork, house assignments are all ready for incoming Unaccompanied Children (UC).
- Welcome each UC with kindness and respect, making them feel comfortable during this tender and potentially scary experience
- Assure each UC is fed a warm meal and showered within 4 hours of arrival.
- Complete inventory of items brought with UC and distributed to UC during intakes.
- Introduce UC to their house and room assignment.
- Administer lice treatments and vinegar foot soaks as part of intakes.
- Follow protocols for monitoring initial phone calls.
- Assist Case Manager and/or Clinicians with any Intakes tasks, as requested.

**Prepare and Handle Discharges:**

- Make sure suitcases are available and conduct inventory with UC of items being released at discharge.
- Provide transport of UC and YCW Transporters to and from airport.
- Accompany UC to be seen by Medical Coordinator within 24 hours of discharge.

**When there are no intakes/discharges to handle, provide support to avert crisis situations**

- Provide 1:1 supervision as requested during afternoon or overnight shifts
- Fill in open holes in schedules as result of call offs or other unforeseen or planned needs (staff vacations).

- Function as extra floater during designated shifts, as needed & fill an on-call YCW rotation
- When there are no intakes or 1:1, the overnight intakes/crisis YCW will also help file papers

**Provide a secure, safe and healthy environment for children by following policies and procedures:**

- Adhere to all Agency and departmental Safety Procedures including reporting any unsafe practices, equipment and environment, and takes an active role in correcting the unsafe practice, equipment or environment through proper notification.
- Provide nurturing care and management of children's everyday living requirements, role modeling appropriate support and respect and implementing methods learned in new hire training.
- Accountability for orderly management and safety of the shelter daily living routines, individual youth, groups and therapeutic programs.
- Model appropriate behaviors (e.g., respect for others, appropriate dress, appropriate conflict resolution, etc.).
- Appropriate handling and reporting of all incidents in accordance with agency policy and training.
- Promoting and utilizing culturally sensitive care and treatment of child, families and co-workers. Actively working to reduce bias and promote cultural sensitivity and acculturation.
- Provides Program Orientation to new resident and completes all necessary documentation.
- Supportive in responding in a nurturing manner to nightmares, sleep problems and other night time fears.
- Work to create a therapeutic learning environment in the program; promote academic achievement (through showing interest in individual school work, reading to children, helping with homework, actively developing language skills, etc. and through regular contact with teachers).
- Drive residents to various appointments and activities.
- Be awake and alert at all times.

**Professional Development:**

- Participate in regular supervision & accept and implement feedback.
- Attend and participate in team meetings.
- Maintain confidentiality regarding children, staff and supervision issues.

**Qualifications:**

Bachelor's degree preferred. Minimum high school diploma or equivalent and a minimum of 1 year of employment experience in the child welfare field working with children or adolescents in a social service field. Ability to put into practice all techniques of CPI (as taught in pre-employment training) and demonstrated respect for client's rights and safety. Ability to demonstrate counseling techniques. PA Driver's License Required; Act 33/34 and FBI clearances also required. Fluency in English and Spanish (speak, read, and write) required. EOE

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