



Career Opportunity: Residential Specialist, 1st Shift

Are you looking for more fulfillment in your work? Do you have a passion for helping pregnant women, young mothers, and at-risk teens succeed? Are you ready to work in an uplifting environment alongside a team of dedicated Direct Care professionals?

A career at Crittenton offers so much more than your typical group home job! You will help us celebrate our residents' milestones and achievements: Birthdays! Graduations! Reaching job goals! Healthy births! Anything we can think of to lift our residents up, we will celebrate it BIG! We encourage our residents and staff to explore wellness with initiatives like our organic vegetable garden, walking club, nutrition classes, and mental health trainings.

Want to see where you could be working? Head to our website to view a virtual tour of our beautiful new 38,000 square-foot facility! www.crittentonofnc.org

Who we are

Founded in 1903, Crittenton 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

As a Crittenton 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.

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

Crittenton 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
- Complimentary meals during your shift

Job Title: Residential Specialist, 1st Shift

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:

- Work schedule is Monday – Friday 7AM – 3PM
- Participates in weekly Treatment Team clinical meetings to assist in development, implementation and revision of individual treatment plans; monitors progress toward treatment goals
- Works with the client on a day-to-day basis using professional judgment and discretion to implement the team-determined Treatment Plan
- Counsels and supports clients around issues of daily living to include, but not limited to chores, relationships, activity involvement, parenting and healthy pregnancy within area of expertise and limits of credentials; assures procurement of additional services as needed
- Consults and cooperates with community systems with the focus on attaining treatment goals
- Provides direct care for the clients' children in client's absence
- Organizes and supervises individual and group chore programs; conducts daily room and chore checks to ensure satisfactory completion
- 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 and escorting into the hospital.
- 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 each shift, maintaining client and program records in accordance with applicable standards and regulations, grant requirements, etc.
- Provides supervision of clients in dining hall during meals
- Transports clients in agency vehicles to various appointments, court proceedings, etc.
- Participates in a minimum of 24 hours of continuing education activities annually
- Attend meetings as appropriate and meet 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:

- Experience in residential care 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 independent living, parenting, pregnancy and childbirth
- Excellent customer service skills
- Must have clean driving record and valid driver license
- Must be able to work as part of a team
- Must be available to work 1st Shift: Monday – Friday 7AM – 3PM
- Must be CPR certified within 30 days of hire
- Commitment to Crittenton mission, goals and values

Education:

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