

El Paso Center for Children Emergency Youth Shelter Behavioral Health Technician

Summary

The Behavioral Health Technician assists the shelter team in planning, implementing, and evaluating Safe Place and emergency shelter services provided to runaway and homeless youth and youth placed at the shelter by Child Protective Services.

Overview of Duties

1. Takes responsibility for reading the licensing/accreditation standards and shelter manual, serving as part of an informed, collaborative, and enthusiastic team in helping to maintain a safe, licensing-compliant, and healthy environment. Adheres to accreditation standards (as developed), licensing standards, and other policies/regulations.
2. Actively works with Case Manager to support progress on the service plan for each youth. This may include tasks such as helping youth build a resume, helping with homework, supporting healthy communication with peers and family, and engaging family members during visits.
3. Coaches and trains staff on behavior management techniques, crisis de-escalation, youth engagement, Motivational Interviewing and Seeking Safety, shelter operations, documentation, and other skills needed to work effectively in the shelter environment and to help youth progress in service plan goals.
4. Works with team members to develop and provide psycho-educational workshops for youth, facilitate group activities, and engage youth in recreational/educational activities on and off-site.
5. Provides immediate crisis de-escalation, intervention, and mediation. Consistently offers calm, kind, and trauma-informed response to youth. Utilizes distraction and diversion techniques to de-escalate issues.
6. Screen arrivals/referrals for placement, following guidelines, exercising good judgment, and making placement decisions.
7. Maintains a high level of personal accountability, seeks opportunities to learn, welcomes opportunities to improve/correct performance/behavior, and demonstrates thoughtfulness in making suggestions to improve the quality of services.
8. Ensure documentation is completed on time, filed/uploaded/entered in a timely manner (within a week) within required databases and specific to licensing and grant requirements.
9. As needed, participates in routine daily shelter operations, youth supervision, and outings.
10. Assists in training and orienting new staff, supporting learning how to work effectively with youth and manage numerous details in a complex environment.
11. Manage, with the support of the Shelter Supervisor and Program Director, planned and unplanned site visits from licensing and contract monitors.
12. Participates in ongoing program planning, monitoring and evaluation activities.
13. Performs other assignments as determined by the Program Director.
14. Participates in continuing education programs as required in the Center's Personnel Policies.

Competencies

Interpersonal Savvy – Relates well to all kinds of people, inside and outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people; can diffuse even high-tension situations comfortably; constructively manages frustration.

Time Management – Manages tasks and responsibilities in a timely manner, ensuring consistency with deadlines, requirements for timely contacts with clients and funders, prompt documentation.

Presentation Skills – Is effective in a variety of formal presentation settings; one-on-one, small and large groups, with peers, subordinates, and bosses.

Perseverance – Pursues everything with energy, drive and a need to finish; seldom gives up before finishing; especially in the face of resistance or setbacks.

Results/Outcome Orientation---Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures.

Emergency Shelter Behavioral Health Technician Job Description

Minimum Qualifications

- Must be at least 21 years of age.
- An Associate's or Bachelor's degree in Social Work or related field from an accredited college or university preferred.
- At least two years of previous experience in a behavioral health setting.
- Understanding that work schedule may change from time-to-time. Evening/weekend availability required.
- Must be able to drive, sit, stand, walk, bend, lift up to 25 pounds, operate a computer, clearly communicate orally and in writing, listen to and interpret instructions.

Flexibility

- High degree of flexibility and commitment to changing schedules, holiday, weekend, and mid-shift work and occasional requirements to be present during daytime hours for training, supervision, and team meetings. While accommodations may be able to be made from time-to-time, flexibility is critical to operations and is an expectation for the role.
- The scope of work of this position is subject to change as needed to ensure the project's success and to meet funder requirements. Likewise, complementary changes may be made to projects or individual goals and expectations for employees based on agency/management strategic goals. This is a team project and team members are expected to be collegial, mutually supportive, and focused on excellent services to clients, fidelity to program models, and ethical provision of services.

Additional Requirements

- Excellent verbal and written communication skills.
- TB Test required.
- Reliable transportation and driver's license with insurance must be maintained.
- Fluent in English/Spanish.
- Character references are required.
- Annual criminal background check and child abuse registry checks required.
- Must be proficient in the use of standard computer software and interfaces.

Work Environment

Routine shelter/office environment, with regular requirements to travel to guests' schools, on outings, and to community events. Work hours and work location flexible to meet agency needs. Evening and weekend work and on-call work are common.

Receipt Date: _____

Program Director

Employee