

**El Paso Center for Children  
Emergency Youth Shelter  
Therapeutic Caregiver/Youth Worker Job Description**

**Summary**

The Therapeutic Caregiver/Youth Worker 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 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. Continually engages with youth as primary caregiver.
3. Screen arrivals/referrals for placement, following guidelines, exercising good judgment, and reaching out to supervisors if/when there are items of concern.
4. 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.
5. Professionally interfaces with Child Protective Services, law enforcement, visitors, family, and other guests.
6. Ensures the safety of youth, staff, and visitors. Conducts safety checks and prevents youth from harming self or others. Safely transports youth to school, appointments, and outings.
7. 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.
8. Continually seeks out youth's strengths and actively engages in motivational interviewing techniques to help youth with coping and development of life skills.
9. Supports daily living in the shelter, including helping team members with meal preparation and housekeeping, and accurately administering and recording medications authorized for youth.
10. Maintains excellent, compliant, documentation of activities, including entering daily notes, documenting critical incidents, entering information on grant-related activities, and participating in data entry and data audits in agency and funder required databases.
11. 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.
12. Assists in training and orienting new staff, supporting learning how to work effectively with youth and manage numerous details in a complex environment.
13. Participates in continuing education programs as required in the Center's Personnel Policies.
14. May provide outreach to the community, as needed, including presentations, manning a booth for public education, etc.
15. Performs other assignments as determined by supervisor.

**Minimum Qualifications**

- Must be at least 21 years of age.
- A High School Diploma or equivalent.

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- Driver’s license, insurance, vehicle and flexibility in transportation when schedule shifts are required/requested and/or when transportation needs for youth in residence exceed capacity of leased vehicle. Mileage is reimbursed for work-related travel.
- Must be fluent in English. Ability to communicate in Spanish preferred.
- 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.
- Reliable transportation and driver’s license with insurance must be maintained.
- TB Test required.
- Character references are required.
- Annual criminal background check required – stringent standards apply.
- 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 are common.

**Receipt Date:** \_\_\_\_\_

\_\_\_\_\_  
**Employee**

\_\_\_\_\_  
**Program Director**