

CLASSIFICATION: YOUTH COUNSELOR III

Class Code: 9972-16

Date Established: 07-30-82

Occupational Code: 3-2-1

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To implement resident/student treatment plans and to provide counseling, evaluation, and protective care services for youth assigned to a residential or special education program at a state institution.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Participates as a member of the Treatment Team that develops and implements individual treatment plans and conducts group and individual resident counseling sessions for assigned residents.
- Assists residents/students to successfully complete tasks and activities required by institutional and/or educational service plans.
- Models, reinforces, redirects and sets limits to behavior by using specified behavior management techniques; develops and implements individual goal attainment.
- Attends and participates in meetings to evaluate progress of and formulate service plans for individual residents/students.
- May complete formal evaluation of job performance of individuals supervised.
- Makes rounds of facility periodically as required; maintains a watch for fire, attempted escape, prohibited acts or dangerous behavior which could endanger the facility; supervises residents/students who are in seclusion and restraint.
- Operates and monitors surveillance and access control equipment in the Control Center and Operations Center of the architecturally secure facilities operated by the agency.
- Answers the telephone, greets visitors, gives court order tours and writes reports, including monthly residential summary behavioral reports, seclusion/restraint reports, and any other reports or documentation necessary to maintain a safe and orderly shift.
- May be required to contact parents, community service providers, courts and police regarding residents/students.
- Conducts staff meetings and participates in developing strategies for managing resident/student behavior and organizes and facilitates group interventions and meetings with residents/students.
- Organizes and facilitates group interventions and meetings with residents/students.
- Organizes effective recreational and entertainment programs, including supplying guest speakers and other volunteers to provide a meaningful activities program.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling, and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in an adverse working environment containing a combination of disagreeable elements which impact significantly upon the employee's capacity for completing work assignments. This level includes work-related accidents or assault.

Physical Demands: Requires medium to heavy work, including continuous physical exertion such as frequent bending, lifting, or climbing.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or technical institute with a study in sociology, psychology, human services, behavioral science, social work, education, liberal studies, theology, or criminal justice. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience working in organized group activities such as camp counseling, Boy or Girl Scouting, school or church programs, coaching sports, working with mentally and physically challenged youths and adults in a school, daycare, hospital or correctional/rehabilitative setting or any similarly related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid New Hampshire driver's license required if responsible to transport residents/students.

SPECIAL REQUIREMENTS:

1. Must successfully complete the Juvenile Justice Academy within twelve months of employment from date of hire as a Youth Counselor III.
2. Upon completion of the Juvenile Justice Academy, must attend 40 hours of in service training annually.
3. For promotion from Youth Counselor II, in addition to the above, must meet the following requirements prior to promotion:
 - Must have successfully completed the formal mentoring program.
 - Must receive a satisfactory performance evaluation and be free of any disciplinary action.
 - Must have approval from Assistant House Leader, Treatment Coordinator and Residential/Clinical Administrator.
 - Case records must all be complete and up to date as determined by the supervisor at the time of the annual performance evaluation.

RECOMMENDED WORK TRAITS: Knowledge of modern principles and practices of guiding and training youth and working with families. Knowledge of household management, food service, and supply ordering. Knowledge of health and safety precautions and first aid methods. Knowledge and familiarity with the use of personal computers. Ability to supervise other staff members effectively. Ability to communicate effectively in written and oral form. Ability to restrain potentially aggressive clients. Ability to maintain a rehabilitative attitude and relationship with residents. Ability to resolve individual and programmatic questions regarding the treatment of delinquent youth and special education students. Ability to assist in instruction and participation in work assignments. Ability to present oneself as a positive role model before the residents/students assigned to the institution. Ability to relate to residents and co-workers in a positive manner. Ability to follow prescribed routine in making rounds. Ability to perform routine custodial duties. Ability to take directions and cooperate with other employees. Ability to follow written and verbal instructions. Ability to understand and work with youth and their families. Ability to operate radios and other communication equipment. Must be alert and able to enforce rules and regulations. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.