



**Job Title:** Direct Care Staff

**FLSA Status:** \_\_\_\_\_ FTE – Non-Exempt

**Reports To:** Site Director

**Date:**

**Summary:** Direct Care Staff are responsible for the engagement, supervision and guidance of teens at Hope Harbor with particular emphasis on the development of resident goals in the Life Skills and Spiritual Growth components of the Hope Harbor program. Direct Care Staff reports to the Site Director and may receive direction and supervision from Program Coordinator. Direct Care Staff will support residents' forward movement in their educational and counseling goals. Responsibilities of this position include:

**Direct Care Responsibilities:**

- Provide safe and consistent care to all residents in alignment with Hope Harbor standards
- Knowledge of and adherence to procedures, policies and training
- Attend trainings and meetings regularly and review meeting postings and materials
- Communicate with supervisor and coworkers in a timely manner
- Complete thorough, accurate and timely logging in all areas
- Knowledgeable of and contributes to each resident's individual needs and programming recommendations
- Maintains security of the home and residents, is physically and mentally present providing quality care and engagement during shift work, provides fair and respectful treatment of all residents, knows the whereabouts of residents at all times and upholds resident basic rights
- Arrives prepared to supervise residents for each shift to provide successful and effective care, not survivalist care, through prayer, activity planning, training, communication, engagement of activity and other means

**Other Responsibilities:**

- Commit to the Harbor Way
- Complete Hope Harbor Orientation Training
- Record hours worked after each shift is completed
- Demonstrate reliability and dependability
- Attend Staff Training meetings and annual Staff Retreat; encouraged to attend Resident Review meetings and prayer
- Use individual gifts and specialized training to promote Hope Harbor and be a resource in the community
- Other as needs arise or are assigned

**Skills:**

Collaborative  
Organized  
Attention to Detail  
Dependable

Creative  
Ability to work under pressure  
Ability to multitask  
Communication

Behavior management skills  
Discipline skills  
Problem Solving

**Required Qualifications:**

- At least 21 years of age
- Pass a Background Check
- Passion for working with teens and families in a nonprofit setting

**Preferred Qualifications:**

- Strong Christian faith and value system
- Bachelor's degree in Counseling, Sociology, Psychology, Social Work, Ministry, or other related field
- Experience working with individuals who have mental health issues
- Experience with direct services, program development and/or case management

**Physical Qualifications:**

- Able to climb stairs, be on your feet for 6-8 hours with short breaks, lift 10-20 lbs, and engage in light to moderate physical activity with residents during the course of normal daily program activities

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_