



## CLINICAL ASSISTANT

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**Hours:** Part Time / Non-Exempt (Monday-Thursday 7am-1pm)

**Location:** Blount County (undisclosed location)

**Education:** Bachelor's degree or related experience

**Supervisor:** Clinical Director of Garland Oaks

**Team:** Clinical Department

### ABOUT GARLAND OAKS

Garland Oaks is a Christ-centered residential program in Tennessee dedicated to serving female survivors of sex trafficking ages 11–16. Designed as a small, family-style home, the program provides a safe, highly structured environment where each resident receives individualized attention and care.

Focused on long-term, holistic restoration, Garland Oaks addresses the emotional, psychological, spiritual, relational, and educational needs of each youth. Through trauma-informed care, personalized support, life-skills development, academic guidance, and faith-based discipleship, the program seeks to create lasting transformation. Garland Oaks is committed to helping residents rebuild their sense of identity, safety, dignity, and hope as they move toward sustained healing and a restored future.

### POSITION SUMMARY

The Clinical Assistant is a highly organized paraprofessional who supports youth survivors in their therapeutic recovery through a combination of administrative service coordination (80%) and direct care (20%). This role is integral to program operations and requires advanced organizational capacity, including the ability to manage a high volume of detailed, time-sensitive, and strictly confidential clinical documentation. Core responsibilities include medication support and monitoring, coordination of medical and behavioral health appointments, transportation, and implementation of individualized service plans and case management interventions.

Operating within a trauma-informed, client-centered framework, this position requires consistent professional boundaries, emotional regulation, and adaptability in a dynamic care environment. The role prioritizes administrative and clinical documentation excellence—maintaining accurate, timely, and compliant records; organizing complex case files; safeguarding protected information; and ensuring all documentation meets organizational, legal, and regulatory standards. It also supports interdisciplinary communication and provides administrative coordination for clinical and program leadership.

Success in this position requires exceptional attention to detail, strong time management, sound judgment, and a high level of discretion. The ability to effectively maintain a safe, structured, and therapeutically supportive environment that promotes each resident's physical, emotional, and psychosocial well-being.

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## PRINCIPAL DUTIES

### Medical Appointment Coordination

- Coordinate medical appointments, accurately tracking and documenting details.
- Arrange and transport residents to outside appointments.
- Advocate for residents, and ensure their emotional, mental, and physical safety during appointments.
- Maintain detailed and accurate records of conversations, instructions, and updates from staff, healthcare providers, and residents.
- Maintain professional boundaries and confidentiality while interacting with residents in a professional manner, ensuring personal information and sensitive matters are kept confidential at all times.

### Medication Administration & Monitoring

- Retrieve prescribed medications promptly, ensuring the correct items and dosages are obtained.
- Manage medication inventory by monitoring daily medication stock, dispose of expired items safely, and immediately report any discrepancies or errors to the Assistant Director.
- Manage morning medication distribution, ensuring each child receives the correct dosage safely.

### Individualized Support Services

- Coordinate appropriate clothing for each child based on weather, activities, and individual needs, ensuring all children have clean, properly fitting shoes for daily activities.
- Assist with allowance distribution and monitor individual spending.
- Facilitate the intake process by preparing required documentation and organizing personal and program-related items for new residents.
- Support the discharge process to ensure a smooth transition for residents.
- Plan, coordinate, and oversee residents' birthday celebrations and other related activities, fostering a positive and inclusive environment.

### Administrative Support to Clinical Team

- Provide comprehensive administrative support to the clinical team, ensuring organized and accurate documentation of both internal and external communications. Responsibilities include scheduling appointments, documenting court appearances, managing visitations, and coordinating required engagements in alignment with organizational policies and procedures.

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## CONT. PRINCIPAL DUTIES

### Continued Administrative Support to Clinical Team

- Conduct room searches as needed, maintaining safety and compliance while documenting findings in accordance with organizational guidelines.
- Compile, maintain, and monitor detailed statistical reports for all services provided, ensuring data accuracy, timeliness, and accessibility to support informed clinical decision-making.
- Organize and maintain safety plans, incident reports, and other critical documentation to facilitate smooth operations and ensure compliance with regulatory standards.
- Maintain and manage resident appointment calendars, helping the clinical team adhere to daily tasks, priorities, and deadlines efficiently.
- Coordinate and provide input for Individual Growth Plans (IGPs), supporting structured resident development, goal setting, and progress tracking.

### Direct Care

- Ensure a safe and healing environment by maintaining a structured, nurturing environment for each resident, guiding them through pre-planned daily schedules.
- Ensure all activities are trauma-informed, survivor-centered, and developmentally appropriate.
- Provide continuous, hands-on supervision in accordance with facility policies to ensure the safety, security, and well-being of residents and staff.
- Supervise and facilitate structured and leisure activities, including fitness, chores, field trips, and individualized programs.
- Assist residents with daily routines such as bathing, personal hygiene, dressing, and other self-care tasks to maintain cleanliness and comfort.
- Ensure accurate and safe administration of medications in compliance with facility policies, thoroughly documenting each dose and monitoring residents for potential adverse reactions.
- Implement and administer behavior management programs tailored to individual needs.
- Observe residents for behavioral changes signaling potential crises and intervene according to policy; notifying leadership as needed.
- Document unusual behaviors, disciplinary actions, and physical or mental health concerns accurately and promptly to supervisors.
- Enforce and uphold safety, behavioral, and operational standards by holding self and team members accountable to established policies and procedures.



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## CONT. PRINCIPAL DUTIES

### Continued Direct Care

- Enforce and uphold safety, behavioral, and operational standards by holding self and team members accountable to established policies and procedures.
- Maintain appropriate professional boundaries, confidentiality, and ethical conduct at all times.
- Maintain, enforce, and model cleanliness, organization, and safety standards throughout the facility. Ensure all areas—including resident rooms, common areas, and workspaces—are orderly and free of hazards.
- Work collaboratively with staff to provide consistent structure, guidance, and support for residents.
- Maintain timely and effective communication with supervisors and team members regarding resident care, incidents, and program updates.

### Other

- Complete daily documentation accurately and promptly.
- Steward program funds responsibly by following financial procedures, tracking expenses accurately, and submitting receipts promptly to ensure accountability.
- Attend and contribute to staff meetings, trainings, and incident debriefs.

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## EDUCATION, EXPERIENCE, OTHER QUALIFICATIONS

### A. Education

- Bachelor's degree in psychology, social work, human services, or a related field is preferred
- Previous experience in a medical or healthcare setting is preferable

### B. Experience

- Previous experience working with youth with emotional and behavioral challenges preferred.
- Experience working as a team.
- Proven ability to create a positive and engaging learning environment.
- Well-versed in trauma informed and responsive therapeutic interventions.
- Prior experience managing detailed, time-sensitive records—especially in clinical, therapeutic, or social services settings.
- Strong organizational and multi-tasking skills to handle a high volume of administrative duties.

### C. Character and Skills

- Clear and effective written and verbal communication
- Highly organized and able to work under pressure
- Demonstrates ethical conduct, reliability, and flexibility
- Excellent observational skills
- Strong observation, analytical, and problem-solving skills
- Patient, empathetic, and creative
- Calm and professional in challenging situations
- Adaptable and productive in unstructured environments with frequent interruptions
- Excellent interpersonal skills with the ability to build positive, collaborative relationships with diverse staff and volunteers
- Passionate about ending DMST and working alongside others who share that mission

### D. Spiritual

- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ.
- Growing spiritual life and commitment to honoring the Lord both within Garland Oaks and beyond.
- Full agreement with and adherence to our Statement of Faith (The Lausanne Covenant).

### E. Other

- Be capable of picking up at least 25 lbs. and climbing stairs.
- Submit all required state and federal background checks and clearance documentation.
- Once selected, successfully complete the prescribed courses of training.
- Must possess a valid Tennessee driver's license.



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## COMPLIANCE RESPONSIBILITIES

- Must possess the knowledge, skills, and ability to effectively operate a 24/7 program and demonstrate flexibility to accommodate its variable scheduling demands, including the capacity to respond appropriately to incremental or severe weather conditions that may impact program operations, staffing availability, transportation, or the safety and well-being of residents.
- Comply with all applicable state and national standards for accreditation and certification, ensuring programs, documentation, and practices consistently meet regulatory and licensing requirements.
- Ensure all agency activities are conducted in full accordance with federal HIPAA regulations, safeguarding resident privacy and maintaining the confidentiality and security of all protected health information.

## OTHER DUTIES

This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.

## TO APPLY

Apply online at [streethopetn.org/careers](https://streethopetn.org/careers)