

Overnight Staff

Position Summary

Garland Oaks, a ministry of Street Hope TN, seeks to hire overnight staff to provide direct care supervision for 10 female residents between the ages of 12-17. The primary focus of this position is to know the whereabouts of each resident during the night and respond to any residents who may be distressed. Overnight staff will need to be highly skilled in verbal de-escalation and therapeutic techniques

Please Note: This position will be required to attend training during regular business hours prior to being put on the schedule.

Hours: 12-hour shift / Non-Exempt

Location:

Blount County (undisclosed location)

Organizational Relationships:

Director of Programming

Education: High school diploma or equivalent

Principle Duties

- Help maintain the structure at Garland Oaks by assisting residents through a pre-planned night and morning routine
- Provides close supervision of Garland Oaks residents in accordance with policy and procedure; including room checks and documentation of each resident
- Oversees self-administered medication as needed and according to strict guidelines
- Monitors residents for changes in behavior that may indicate potential crisis situations in accordance with facility guidelines and alerts other staff as appropriate
- Intervenes, when necessary, in crisis situations in accordance with policy and procedure guidelines. Submits information to Shift supervisor/Team Leaders on the more serious disciplinary actions and in accordance with facility policy/procedures.
- Respond to the distressed residents in a non-threatening manner and attempt to understand the source of distress.
- Applies de-escalation techniques to help manage residents' emotions, and behavior.
- Reports all observances of unusual behaviors or resident's physical and mental health to Shift supervisor/Team Leader
- Administers behavior management programs
- Maintain and model appropriate professional boundaries and confidentiality
- Maintaining a clean, tidy, and safe environment
- Work with other staff members to provide structure and consistency
- Maintain timely and effective communication with all staff and supervisors

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Other Duties

- Assists in maintaining a clean, safe, and orderly environment by conducting walk-throughs, promptly reporting security or maintenance issues, and carrying out cleaning duties as assigned
- Perform administrative tasks to assist daytime staff
- Write thank you notes to volunteers and donors on behalf of Street Hope TN
- Other duties as assigned by Director of Programming

Compliance Responsibilities

- Comply with all State and national Standards of Accreditation and Certification.
- Prepare for and participate in all reviews, audits and surveys of the agency.
- Ensure all activities within the agency conducted within the guidelines and regulation of Federal HIPAA requirements.

Education, Experience, Other Qualifications:

A. Education

- Highschool diploma or equivalent, Biblical Counseling certification preferred
- Knowledge of the Department of Children's Services policies and procedures, at an intermediate level, used daily in the work environment

B. Experience

- Minimum of two years of applicable experience
- Experience working with youth with emotional and behavioral challenges
- Experience in crisis prevention, intervention, and conflict resolution skills

C. Skills

- Excellent interpersonal skills and the ability to maintain a positive collaborative relationship among staff
- Excellent organizational skills and ability to work under pressure
- Flexible with scheduling according to program needs
- Culturally sensitive in the work environment

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- Demonstrate warmth and empathy when working with children and families
 - Demonstrate critical thinking, at an intermediate level, in the work environment
 - Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), and other related technologies and programs
- 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, with the desire to bring honor and glory to the Lord at Garland Oaks as well as outside the home
 - 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, and running a 1/4 mile
 - Must meet criminal background check requirements
 - Must maintain employment eligibility status
 - Provide Garland Oaks with all appropriate background and clearance documents as required by state and federal laws
 - Once hired, successfully complete the prescribed courses of training
- F. Travel
- Must possess a valid Tennessee driver's license

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.