



RELIABLE ENTERPRISES – EARLY LEARNING PROGRAMS JOB DESCRIPTION

Job Title: Direct Care Staff		Reports To: Program Manager
Program: Anderson House		Supervises: N/A
Hours per week: 40 hours	Days per week: 5 days	Days per year: 260 days

Reliable Enterprises Anderson House Emergent Placement program strives to meet the individual needs and interests of children/youth ages 6 to 13 years of age with a family-style group living experience with specialized services for each child/youth in our care.

Anderson House Direct Care Staff will provide individualized care for children/youth attending; provide learning opportunities in partnership with staff, Social Workers, parents or legal guardians, children/youth to provide innovative educational opportunities for the development of dynamic individuals with strong moral values and a passion for lifelong learning; is responsible for the maintenance of client records; data management of referrals and required monthly record keeping via agency/program data system(s), implementation of facility health, safety, and hygiene practices;

Qualifications:

- Must be at least 21 year of age or they are professionals licensed by DOH, have an AA degree or higher, or are enrolled in an internship/practicum with a college.
- Have a high school diploma, GED, or HSEC.
- One-year experience working directly with children or two years of social services education can be substituted for their experience.
- Verbal and written fluency in language(s) required by program.

Special Requirements:

- Negative results on pre-employment drug screen. Satisfactory criminal history check and FBI fingerprints.
- Washington State driver’s license. Access to personal, legally licensed, and insured motor vehicle.
- Satisfactory TB Testing and completion of Food Handlers Certificate.
- Computer & typing skills.
- Records management and retention experience.
- Act as a reporting agent for suspected child/adult abuse and neglect.
- Able to lift and potentially carry a maximum of 35 pounds.

CORE COMPETENCIES

COMPETENCY	RESULTS
<p style="text-align: center;">COMMUNICATION</p> <p><u>RE Strategic Goals:</u></p> <ul style="list-style-type: none"> • Developmental Disabilities • Respect Reliable Enterprises Legacy • Foster Community Engagement & Self-Sufficiency of Staff & Clients 	<p>Demonstrates strong verbal and non-verbal communication skills with clients, public, sub-contractors, and staff, ensuring communication is at a level appropriate to individual understanding.</p> <ul style="list-style-type: none"> • Understand and learn from what others say. • Grasp the meaning of written information and apply it to work situations. • Convey ideas and facts both orally and in writing. • Maintain confidentiality of information and accurate client and/or sub-contractor records.
<p style="text-align: center;">POSITIVE, GOAL ORIENTED RELATIONSHIPS</p> <p><u>RE Strategic Goals:</u></p> <ul style="list-style-type: none"> • Expansion • Developmental Disabilities • Improve Organizational Structure & Infrastructure • Respect Reliable Enterprises Legacy • Foster Community Engagement & Self-Sufficiency of Staff & Clients 	<p>Engages in mutually respectful goal oriented partnerships with staff and external customers to promote delivery of quality customer service.</p> <ul style="list-style-type: none"> • Take personal responsibility for the quality and timeliness of work, and achieve results with little oversight. • Perform tasks with care; is thorough, checks work for accuracy and completeness. • Develop and sustain collaborative working relationships with other staff, agencies, and community. • Adapt positively to changing business needs, conditions, and work responsibilities.

COMPETENCY	RESULTS
<p align="center">SELF-AWARE AND CULTURALLY RESPONSIVE RELATIONSHIPS</p> <p><u>RE Strategic Goals:</u></p> <ul style="list-style-type: none"> • Expansion • Developmental Disabilities • Housing, RE Facilities, Real Estate • Foster Community Engagement & Self-Sufficiency of Staff & Clients 	<p>Respects and responds appropriately to the culture, language, values, and structure of the clients/customers served.</p> <ul style="list-style-type: none"> • Customer Centric – build and maintain customer satisfaction with the services offered by the agency/program. • Cross-Cultural Agility – help create a work environment that support peoples equality, diversity, and rights. • Integrity, Trust & Credibility – establish and maintain others’ trust and respect through consistent honesty and professionalism in all directions.
<p align="center">COORDINATED, INTEGRATED, AND COMPREHENSIVE SERVICES</p> <p><u>RE Strategic Goals:</u></p> <ul style="list-style-type: none"> • Expansion • Developmental Disabilities • Housing, RE Facilities, Real Estate • Foster Community Engagement & Self-Sufficiency of Staff & Clients 	<p>Acts a member of a comprehensive services team so that agency and/or program specific activities are coordinated and integrated throughout.</p> <ul style="list-style-type: none"> • Seek to understand other programs within Reliable Enterprises, including their services, deliverables, and measures/outcomes. • Make appropriate referrals with Reliable Enterprises programs. • Planning and organizing, in partnership with agency/program staff, opportunities for individual, clients/sub-contractor, program(s), and/or agency growth and development through multiple sources. • Use appropriate channels of communication and knowledge base to ensure understanding and quality service delivery. • Promote cooperation and commitment within a team to achieve goals and deliverables. • Innovation – streamline systems and service delivery.
<p align="center">DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT</p> <p><u>RE Strategic Goals:</u></p> <ul style="list-style-type: none"> • Expansion • Developmental Disabilities • Housing, RE Facilities, Real Estate 	<p>Collects and analyzes information to find new solutions to challenges as part of on-going monitoring to improve service delivery and meet agency/program requirements.</p> <ul style="list-style-type: none"> • Data management of referrals and required monthly record keeping. • Analysis/Reasoning – examine data to grasp issues, draw conclusions, and solve problems. • Critical Thinking – make timely, informed decisions that take into account the facts, goals, constraints, and risks. • Problem Solving – resolve difficult or complicated challenges. • Innovation – develop fresh ideas that provide solutions to all types of workplace challenges.
<p align="center">FOUNDATIONS FOR PROFESSIONAL GROWTH</p> <p><u>RE Strategic Goals:</u></p> <ul style="list-style-type: none"> • Expansion • Developmental Disabilities • Housing, RE Facilities, Real Estate • Develop & Maintain Financial Stability • Improve Organization Structure & Infrastructure • Respect Reliable Enterprises Legacy • Foster Community Engagement & Self-Sufficiency of Staff & Clients 	<p>Participates actively in opportunities for continuous professional development.</p> <ul style="list-style-type: none"> • Learning Agility/Development – display on-going commitment to learning and self-improvement. • Seek Coaching/ Mentorship to further professional growth and development, and/or when faced with a challenge, or new learning opportunity. • Result Focused & Initiative – focus on results and desired outcomes and how best to achieve them. • Adaptability/Self-Management – mange own time, priorities, and resources to achieve agency/program goals/outcomes. • Stress Tolerance – maintain composure in highly stressful or adverse situations. • Tact – diplomatically handle challenges or tense interpersonal situations.

Reliable Enterprises is an organization that provides opportunity without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.

I understand that this job description will be the primary basis of my performance appraisals, taking into account any mutually agreed-upon exceptions.

Employee's Signature

Date

Supervisor Signature

Date

01/2018



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