



CENTER DIRECTOR - Job Description

Summary of Position:

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors. The Center Director is responsible for the overall programming and operation of the Refugio Program. The Director ensures all daily living needs and essential treatment services are provided to UCs. This involves creating and supporting a physical and emotionally safe environment for residents and staff as well as utilizing a teaching component in all program components and interactions.

Responsibilities:

- Plans, implements, supervise, and evaluate the details of the program, including the treatment models' fidelity, and the provision of individualized services for UCs.
- Prepares reports on the progress of youth; prepares reports and documentation relating to staff.
- In conjunction with Human Resources, screens, interviews, and hires staff, and provides specific program-related orientation for new staff.
- With assistance from the National Urban Strategies team, monitors progress and ensures training compliance.
- Initiates purchase requests; receives supplies and equipment; and maintains related fiscal and inventory control records.
- Maintains personnel and budgetary records for the facility, including personal accounts for assigned youth.
- Maintains security in buildings, grounds, and other posts; intervenes during emergencies or altercations to prevent escapes and maintains physical control of youth twenty-four [24] hours a day, seven [7] days a week.
- Assists in the development and implementation of treatment plans and programs.
- Establishes and maintains working relationships with staff, community groups, the courts, other agencies, and the general public.
- Performs other related work as assigned.

Requirements:

- Master Degree from an accredited college or university with a focus in Counseling, Criminal Justice, Education, Psychology, Sociology, or Social Work; and,
- Five or more years of professional experience in the treatment of juveniles which involved the supervision of staff and youth and responsibility for providing group and individual counseling and related treatment services.
- Professional experience in the treatment of juveniles which involved group or individual counseling techniques may substitute on a year-for-year basis for deficiencies in the required degree
- Possession of a valid vehicle operator's license and clean driving record
- Physically able to perform therapeutic physical retraining
- Bi-lingual (Spanish) a plus

ASSISTANT CENTER DIRECTOR



Job Description:

Scope of Position

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors.

The Assistant Center Director provides support to the Center Director.

Responsibilities:

- Overall management and support of the programmatic, administrative, financial, and operational systems related to the provision of care and services to UC in accordance with all applicable local, State, and Federal standards, instructions and procedures, regulations, laws, and settlement agreement;
- Provision of regular and timely reports regarding the care provider's operations, services, and finances in accordance with the care provider's cooperative agreement or statement of work;
- Establishing a workplace environment that is safe, respectful and supportive of UAC staff, and external stakeholders; and
- Elevating any issues or concerns to the center director and to program director from coordinating company.
- Other duties as assigned.
- Upon request, this role may be required to travel with UC, 14 and under, to locations in the United States.

Required Education:

- Master's degree in relevant field **plus** 2 years of work experience in related field **OR**
- Bachelor's degree in social work, psychology or related field, **plus** 5 years of experience in related field; social services or childcare agency or organization.

Requirements:

- Proven supervisory and director level experience
- Computer Proficient
- Experience in working with Culturally and Linguistically Diverse communities
- Effective negotiation/mediation skills
- Driver's License
- Cleared background check & TB Test

Preferred Requirements:

- Bilingual (English-Spanish)

Prevention of Sexual Abuse (PSA) Compliance Manager - Job Description



Summary of Position

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors.

Prevention of Sexual Abuse Compliance Managers are responsible for managing and implementation of ongoing compliance with the IFR on preventing, detecting and responding to sexual abuse and sexual harassment. This is a highly collaborative role interacting with all levels of employees and children in the UC program.

Essential Functions

- Design, implement and execute a Prevention Plan for Sexual Harassment and Abuse according to the program requirements and in compliance with IFR and state regulations.
- Utilize experience in diverse work environment to ensure that key staff are providing or arranging education and services that adhere to human rights protection and that services are available to address specialized needs.

Required Education

- The Prevention of Sexual Abuse Manager must have a Bachelor's degree in behavioral sciences, human services, social service, or business administration and at least one year of job related work experience in child welfare standards, best practices and quality assurance or compliance.

Other Requirements

- Must be at least 21 years of age.
- Demonstrated success in creatively solving problems and effective oral and written communication skills.
- Proficient in Microsoft Office Suite and intermediate computer knowledge.
- Ability to interact with people of all ages and cultural backgrounds.
- Ability to work flexible hours.
- Ability to PASS a comprehensive background check which will include drug test and fingerprinting.
- Valid Driver's License without under the influence related or violent infractions.
- Must be willing to adhere to any medical treatments required for licensing. Example: Test for TB.

Preferred Requirements:

- Bi-lingual in Spanish/English
- Demonstrated success in conflict management and problem solving and extremely detail oriented.
- Knowledge of residential care of young people



CLINICIAN - Job Description:

Summary of Position

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors. Clinicians conduct mental health assessments for all UC in care as well as provide ongoing individual and group counseling. Execute clinical aspects of the program in accordance with state, federal and program requirements.

Essential Functions:

- Utilize trauma theory and brief therapeutic techniques to work with unaccompanied children entering the United States during a typical shelter stay of 30-35 days.
- Conduct mental health assessments of all children admitted to the UC program as well as provide ongoing individuals and group counseling, screening for human trafficking concerns. Provide ongoing individual and crisis intervention.
- Prepare goal-oriented diagnostic assessments, group counseling, staff training and program enrichment.
- The Clinician will carry up to 12 cases.

Required Education:

- Clinicians are required to have a master's degree in social work (MSW) and two years of postgraduate direct service delivery experience or a master's degree or Ph.D. in psychology, sociology, or other relevant behavioral science in which clinical experience is a program requirement plus two years of postgraduate direct service delivery experience. Alternatively, a Clinician may also qualify with a bachelor's degree in one of the behavioral sciences plus five years of relevant clinical employment.

Other Requirements:

- Must be at least 21 years of age.
- Demonstrated success in creatively solving problems and effective oral and written communication skills.
- Proficient in Microsoft Office Suite and intermediate computer knowledge.
- Ability to interact with people of all ages and cultural backgrounds.
- Ability to work flexible hours.
- Ability to PASS a comprehensive background check which will include drug test and fingerprinting.
- Valid Driver's License without under the influence related or violent infractions.
- Must be willing to adhere to any medical treatments required for licensing. Example: Test for TB.
- Bilingual in Spanish/English.

Preferred Requirements:

- Demonstrated success in conflict management and problem solving and extremely detail oriented.
- Knowledge of residential care of young people

CASE WORKER - Job Description:



Summary of Position

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors.

Case Managers are responsible for coordinating family reunification services and assessing the needs of each UC in care, and, managing executing on the Individual Service Plans for each child.

Responsibilities:

- Utilize trauma theory and brief therapeutic techniques to work with unaccompanied children entering the United States during a typical shelter stay of 30-35 days.
- Complete an intake interview upon admission and promptly identify needed services.
- Assess family, education, history of trauma, personal goals, and potential experience with human exploitation/trafficking.
- Develop interventions and an individual service plan consistent with each child's psycho-social needs.
- Ensure all children have completed all assessments and when necessary, receive the appropriate treatment plans or interventions that may be related to human trafficking victims or sexual abuse victims.
- Maintain direct contact with each UC and, to the extent possible, with the UCs family and potential sponsors.
- Maintain appropriate documentation according to program regulations.
- Each Case Manager will carry up to 8 cases

Requirements:

- All case management professionals must be bilingual (English-Spanish).
- Case Managers must have a BSW or Bachelor's degree in a related social services field.
- Child welfare experience strongly preferred. Licensure a plus.
- All candidates must have good communication skills and a demonstrated ability to meet documentation requirements.
- Computer Proficient.
- Complete and pass all required medical and background check screening.

Preferred Requirements:

- Demonstrated success in conflict management and problem solving and extremely detail oriented.
- Knowledge of residential care of young people

LEAD CASE WORKER - Job Description:

Summary of Position

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors. Lead Case Workers are responsible for coordinating case management and family reunification services, training new case workers, ensuring case files are secure and up to date, and supervising the work of other case workers. The Lead Case Manager also serves as a case worker and is responsible for assessing the needs of all UC.

Essential Functions

- Utilize trauma theory and brief therapeutic techniques to work with unaccompanied children entering the United States during a typical shelter stay of 30 days or more. Facilitating the timely release or discharge of the UC and documenting the provision of services in each UC's case file. Ensure all services provided to each child are properly documented in each case file. Assess family, education, history of trauma, personal goals, and potential experience with human exploitation/trafficking.
- Lead Case Worker will carry up to 5 cases, with additional supervisory and management responsibilities for all case work.

Required Education

- Lead Case Workers are required to have a Master's Degree in social work (MSW) and two years of postgraduate direct service delivery experience or a master's degree or Ph.D. in psychology, sociology, or other relevant behavioral science in which clinical experience is a program requirement, plus two years of postgraduate direct service delivery experience. Alternatively, a Lead Case Workers may also qualify with a bachelor's degree in one of the aforementioned behavioral sciences plus five years of clinical employment experience in behavioral sciences. Progressive supervisory duties in previous relevant roles.

Other Requirements

- Must be at least 21 years of age.
- Demonstrated success in creatively solving problems and effective oral and written communication skills.
- Ability to interact with people of all ages and cultural backgrounds.
- Ability to work flexible hours.
- Ability to PASS a comprehensive background check which will include drug test and fingerprinting.
- Valid Driver's License without under the influence related or violent infractions.
- Must be willing to adhere to any medical treatments required for licensing. Example: Test for TB.

Preferred Requirements:

- Bi-lingual in Spanish/English
- Demonstrated success in conflict management and problem solving and extremely detail oriented.
- Knowledge of residential care of young people



LEAD CLINICIAN – Job Description

Summary of Position

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors. Lead Clinicians conduct mental health assessments for all UC in care as well as provide ongoing individual and group counseling just as Clinicians, but with the added responsibilities of coordinating clinical services, training new clinicians, and supervising clinical staff. Lead clinicians are designated when more than one clinician is on staff at a care provider facility.

Essential Functions

- Utilize trauma theory and brief therapeutic techniques to work with unaccompanied children entering the United States during a typical shelter stay of 30-35 days.
- Conduct mental health assessments of all children admitted to the UC program as well as provide ongoing individuals and group counseling, screening for human trafficking concerns.
- Provide guidance to all members of the program staff.
- The Lead Clinician will carry up to 9 cases, with additional supervisory and management responsibilities.

Required Education

- Lead clinicians are required to have a master's degree in social work (MSW) and two years of postgraduate direct service delivery experience or a master's degree or Ph.D. in psychology, sociology, or other relevant behavioral science in which clinical experience is a program requirement plus two years of postgraduate direct service delivery experience. Alternatively, a Lead Clinician may also qualify with a bachelor's degree in one of the aforementioned behavioral sciences plus five years of clinical employment experience in behavioral sciences.

Other Requirements

- Must be at least 21 years of age.
- Demonstrated success in creatively solving problems and effective oral and written communication skills.
- Proficient in Microsoft Office Suite and intermediate computer knowledge.
- Ability to interact with people of all ages and cultural backgrounds.
- Ability to PASS a comprehensive background check which will include drug test and fingerprinting.
- Valid Driver's License without under the influence related or violent infractions.
- Must be willing to adhere to any medical treatments required for licensing. Example: Test for TB.

Preferred Requirements:

- Bi-lingual in Spanish/English
- Demonstrated success in conflict management and problem solving and extremely detail oriented.
- Knowledge of residential care of young people



SHIFT SUPERVISOR - Job Description

Summary of Position:

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors. The Shift Supervisor is responsible for the direct oversight of staff and clients housed by the program. Ensures that all daily living needs and essential services are provided to UACs Basic Shelter Program. Must be willing to work a varied work scheduled when necessary.

Responsibilities:

- Supervisory and managerial responsibilities as assigned by Assistant Center Director or Center Director.
- Serves as the “group leader” in guiding the group interaction process.
- Assumes responsibility, together with staff, for safety, personal conduct, and care of the youth.
- Assesses youth’s needs and helps develop treatment, education, and aftercare plans for the youth.
- Assists in the scheduling of staff.
- Interacts critically and constructively with staff members to develop and implement successful intervention techniques.
- Keeps staff informed of significant behavioral conditions known about an individual and/or the group.
- Maintains security in building, grounds, and other posts; intervenes during emergencies and crisis situations.
- Coordinates community relations projects and other outreach activities.
- Assists in the oversight of all programming and evaluates the application of youth’s skills in scheduled activities.
- Maintain tracking documents, logs and reporting requirements.
- Adhere to Case Plan for assigned UAC with direction from Caseworkers and/or supervisors.
- Exercises considerable judgment, discretion, and initiative in the performance of duties within the established policies and procedures.

Requirements:

- One – two years of experience working with youths or similar environment including supervisory responsibilities
- Must be bilingual in English and Spanish
- Must have a High School Diploma or GED equivalent
- Cleared background check & TB Test
- Experience in working with Faith-based organizations

Preferred Requirements:

- Demonstrated success in conflict management and problem solving
- Knowledge of residential care of young people

YOUTH CARE WORKER

Job Description:

The Refugio Unaccompanied Children (UC) Shelter and Foster Care Program is a 24-hour program that serves young persons in immigration custody who are awaiting release to their sponsors.

The Youth Care Worker is responsible for the meaningful engagement of UC's, with the aim of meeting the developmental, cultural and care needs by ensuring their day to day care, actively participate in program activities, supporting the UC's case plan and developing their personal skills.

Three fulltime schedules are offered: (7:00am – 3:00pm; 3:00pm – 11:00pm; and 11:00pm – 7:00am); Two part time 12-hours shifts, or four six-hour shifts are offered on the weekends.

Responsibilities:

- Ensuring a safe home for UC's.
- Provide new and challenging opportunities for development.
- Encourage and assist in learning competencies for independence.
- Encourage and engage client's in educational and social activities.
- Assist youth with daily activities including meals, recreation and leisure activities.
- Ensure youth attend all events on the daily schedule.
- Facilitate community access and integration.
- Support appropriate cultural activities.

Requirements:

- Relevant qualification min. Certificate IV in Community Services, Youth Work or equivalent
- Knowledge of residential care + 12 months experience working with young people
- Experience in working with Culturally and Linguistically Diverse communities
- Effective negotiation/mediation skills
- Knowledge of relevant legislation including, NSW Standards for Statutory Out of Home Care
- Possess a valid Driver's License
- Bilingual (Spanish/English)