

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Youth Services Technician

---

---

### Definition

Assists in establishing and implementing a program design for behaviorally challenged and mentally ill youth; and/or provides security and a safe and healthy environment; and/or performs lead work duties over two or more Youth Service Workers; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Advises Youth Services Workers in regard to how to instruct, guide, and discipline youths by providing effective and appropriate responses to behavioral and/or security problems.

Serves in the role of primary caretaker to youth admitted to a training school or related facility; provides guidance to youths regarding their problems, future plans, and related matters.

Implements established treatment plans for youths under their care; prepares casework reports and assesses treatment plans for an assigned caseload.

Provides supportive encouragement to youths on a personal basis either in a one-to-one or small group situation and give instruction, advice, and assistance on personal problems.

Supervises the activities of youths in maintaining order, discipline, and safety in their living unit.

Confers with counselors, social workers, and other staff regarding special problems; attends meetings and conferences; participates in group interaction and group therapy sessions as a member of a treatment team.

Escort youths between locations on campus, special trips, and medical and dental appointments; may transport youths in institutional vehicles.

Provides security on a unit or campus by addressing inappropriate behaviors; responds to emergencies; and consults with other employees in the management of volatile youth.

Participates in medication passing as needed.

Communicates important information by entries in logbooks via computer, incident reports, and/or related institutional forms.

---

---

## Competencies Required

### Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Psychology – Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders
- Therapy and Counseling – Principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

### Abilities:

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.

### Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Speaking – Talking to others to convey information effectively.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Service Orientation – Actively looking for ways to help people.

- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Persuasion – Persuading others to change their minds or behavior.

### **Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from high school, GED, or equivalency, and experience equal to one year of full-time work in a youth services program working directly in the treatment of adjudicated, at risk, or other youths needing service or assistance.
- 2) Graduation from high school, GED, or equivalency, and experience equal to one year of full-time work in corrections, law enforcement, or security.
- 3) A total of one year of education and/or full-time experience (as described in number one or two), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes six months of full-time work as a Youth Services Worker.

### **Notes**

Within a period of time after hire, as determined by the appointing authority, employees in this class may be required to obtain a valid driver's license.

*Effective date: 09/22 SA*