

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
YOUTH SERVICES WORKER

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**DEFINITION**

Provides therapeutic interventions in a healthy and safe environment while providing oversight, direction and guidance to the youth of a training school, juvenile home, or state institution; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

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

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

Oversees the activities of students in maintaining order, discipline and safety in their living units; physically restrains aggressive youths in order to keep the person from harming himself/herself and others; assures youths receive emergency medical assistance.

Provides and leads recreational activities and participates or gives instruction in games; chaperons group trips and social functions; escorts individuals on shopping trips or to obtain medical or dental care, may transport youths throughout the state in institutional vehicles.

Confers with professional 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.

Provides institution security during the night by checking buildings and visiting living units.

Gives instructions and models desirable health and personal habits; assures basic needs of youths are met including clothing and hygiene.

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

Participates in medication passing as needed.

**COMPETENCIES REQUIRED**

Knowledge of basic, acceptable behavior as it relates to youths.

Knowledge of appropriate methods of handling disturbed or disruptive youth.

Knowledge of institutional security regulations related to cottage operation and general institutional security.

Knowledge of institutional procedures relating to youths' rights.

Knowledge of current rehabilitative and therapeutic methods used in the treatment of youths with behavioral problems.

Knowledge of appropriate physical intervention techniques as they relate to youth.

Ability to secure the confidence, respect and cooperation of youths and exercise tact, initiative and good judgment in dealing with them.

Ability to anticipate disciplinary problems and to cope quickly and decisively with unexpected situations and behavior.

Ability to quickly perceive and observe problems as they arise.

Ability to report accurately on conditions noted during hours of duty.

Ability to communicate with youths and staff, both verbally and in writing.

Ability to work with confrontative and aggressive youth.

Ability to learn and operate computer system, intercom and paging system, and electronic surveillance equipment.

Displays high standards of ethical conduct by refraining from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from high school or G.E.D.;

OR

experience equal to two years of full-time work in a youth service program working directly in the treatment of adjudicated, at risk, or other youths needing service or assistance.

#### **NOTE**

Designated positions in this job class require applicants and/or incumbents to possess a valid driver's license.

Effective Date: 10/09 CP