

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

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**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 are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

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, 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.

May assist a 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.

**COMPETENCIES REQUIRED**

Knowledge of methods and procedures used to lead staff including instructing employees about tasks, answering questions about policies and procedures, assigning work, accepting, modifying, or rejecting work products.

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

Knowledge of appropriate methods of handling disturbed or disruptive youth.

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

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

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

Knowledge of institutional procedures relating to youths' rights.

Ability to observe, assess, and correct the work of Youth Service Workers within the guidelines as specified by a supervisor.

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 work with aggressive and confrontational youth.

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

Ability to prepare written reports.

Ability to interact with staff in order to gain cooperation and maintain good working relationships.

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

OR

an equivalent combination of education and experience substituting 30 semester hours of accredited post high school education in the social or behavioral sciences for each year of the required experience;

OR

employees with current continuous experience in the state executive branch that includes one year of full-time work as a Youth Services Worker.

#### **NOTE:**

Applicants must possess a valid driver's license.

Effective Date: 10/09 CP