



---

## Job Description

**Job Title:** Residential – Youth Services Specialist

**Employment Type:** Part-Time and Full-Time

**Directly Reports To:** Chief Operating Officer & Chief Administrator

**Salary Range:** \$16/hour first 90 days; meet expectations after 120 days, increase to \$19.25/hour

### About Us:

LTAI C.M.H.S. Inc. & ACTS II Ministry for Teens Inc. is a licensed and contracted child-caring institution providing open residential foster care home services to youths ages 10 to 19. LTAI C.M.H.S. Inc. is the only licensed girls' home in Kalamazoo County that offers residential services for girls ages 16-19. We also have a separate home for cognitively impaired and developmentally disabled boys ages 10-18. We offer many valuable services to assist our residents with transitioning to less restrictive environments. We provide care in a warm, safe, caring, and nurturing environment.

**Our mission statement is: “Empowering and Equipping Youth for Success Beyond Foster Care.”**

**Our vision statement is: “Develop thriving young adults to transform families and communities.”**

### About the job:

We're hiring superheroes to help shape the future of foster care. Do you want to be part of changing the lives of children in foster care who've been abused, abandoned, neglected, and experienced unspeakable trauma?

**Make an impact:** Working at the speed of social change, we create value for our stakeholders (children, families, and communities) by delivering solutions that empower relationships. Our pace of work enables fast learning and fosters an environment where you can stretch yourself and make an impact.

**Learn and grow:** If you're purpose-driven, compassionate, innovative, collaborative and have a growth mindset, we're committed to growing your capabilities. We are building a leadership and learning organization where you can work with diverse individuals, explore new ways of thinking, be mentored, grow as a leader from the minute you're hired, and expand your capabilities. Our employees are doctors, engineers, therapists, entrepreneurs, social workers, and nurturing human beings who work out loud and share their knowledge to enhance each other's growth.

### Summary:

LTAI C.M.H.S. Inc. is a licensed and contracted child-care institution providing clinical and residential foster care treatment services to youth ages 10 to 17. We offer many valuable services to assist the needs of our residents that teach skills they need to transition home to a parent/guardian, to a foster care home, to an AFC home, to independent living or to supported independent living environments. Many of the youth that we serve have experienced severe trauma due to physical, sexual, and emotional abuse and neglect. Some of the residents may also have developmental disabilities and/or cognitive impairments. These youth may struggle with toileting, hygiene, physical activity, language functioning, emotional regulation, and attend school. These youth may also struggle with over sexualized behaviors. We provide care in a warm, safe, caring, structured, and nurturing environment for our residents.

We are a 16-year mission-minded organization in search of exceptionally resourceful, compassionate, purpose-driven, and skilled Youth Service Specialists. Our YSS staff collaborate closely with our Chief Administrator, Clinical Therapist, & Chief Operations Officer and play a crucial role in managing youth, optimizing day-to-day operations, and advancing our groundbreaking clinical treatment model that's in its ideation phase. Our clinical treatment model is unparalleled in the market and believe we can demonstrate mass-scale traction within the State of Michigan. Our clinical model is set to transform residential treatment, mental and behavioral health, workforce engagement, and youth outcomes by delivering a personalized treatment model tailored to the needs of every youth.

### **Working with us is definitely not for everyone.**

We're on a mission to revolutionize residential treatment by helping 1000 thousand youth before the end of this decade. This is no small feat and will only be possible with the right kind of team members. And we're not just looking for skills and experience, having shared values is just as important.

#### **Here are ours:**

- Extreme ownership: move with conviction, plan 3 steps ahead, and own the outcome.
- Do epic: Less marginal improvement, more serious innovation to solve real problems.
- Be kind: Kindness is often mistaken for weakness. Not here.
- No toxicity: Zero tolerance for dishonesty, disrespect, disengagement and drama.
- Move fast: Goals are dreams with deadlines. Be a goaler, not just a dreamer. Be PURPOSE-DRIVEN!
- Don't overthink: launch, follow policy and licensing rules, occasionally fail, and repeat. Move fast!
- Know your gaps: Discuss what you know you don't know. Embrace learning.
- Progress over perfection: All forward motion counts.
- Be grateful: We live in the most amazing period in human history, and we get to shape it.
- Adaptive and Kaizen mindset: Live for continuous action and regular improvements.
- Systems thinking: Improve the system to elevate the people operating in it which include our youth.
- Service attitude: Obsess over the impact you have on people's lives.
- Communicate well: be detailed, respectful, humble, succinct, and show calibrated humor.
- Integrity: Doing what's right even when it's easy to take shortcuts.
- Keep it simple: "Simplicity is the ultimate in sophistication" - Leonardo da Vinci

#### **Who this is NOT for:**

- You don't like solving new problems & prefer a regular job in a familiar territory
- You are not open minded about innovations that defy commonly accepted solutions

- ✘ Growth and learning aren't a top priority for you
- ✘ You don't consider yourself to be resourceful
- ✘ You don't believe technology is making the world a better place
- ✘ You don't enjoy working with others, not collaborative, & don't embrace a team mindset
- ✘ Stakeholder obsession isn't a strength or passion
- ✘ You are not agile and don't easily adapt
- ✘ You frequently feel like a victim of the system, others, etc.
- ✘ You think making the world a better place is a joke and not feasible for a small team
- ✘ You are not accountable nor professional in a business environment
- ✘ You are not emotionally intelligent
- ✘ You are not able to work in a positive workplace culture
- ✘ You are not consistently available or on-time to work when scheduled
- ✘ You are not a problem solver or critical thinker

If it looks like we might be a fit, and you're one of those weird aliens on a similar journey towards making this world a little bit better... then we encourage you to take the next steps and apply below!

### **The Job Overview**

We are looking for an extraordinary Youth Services Specialist who will work closely with our Chief Administrator, Clinical Therapist, & Chief Operations Officer and show extreme ownership of taking one of our most disruptive innovations to unprecedented heights. You will be a major contributor to bringing our company's vision and strategy to life by obsessing over: client outcomes, operational excellence, youth services, treatment development and improvements, and organizational growth and well-being. Your primary goal will be to manage and increase positive youth productivity, behavior, efficiency, and outcomes. You will fulfill the day-to-day youth schedule of services in a fast-moving, innovation-rich, impact-driven environment. You will also advise the Chief Administrator, Chief Operations Officer, and Clinical Therapist on key youth behaviors as well as operational insights and growth opportunities.

### **Additional Eligibility Qualifications:**

1. **Have a high school diploma or G.E.D.**
2. Must be able to successfully pass fingerprinting, abuse/neglect registry, pre-employment drug test and physical, driving record clearance process, and criminal background check.
3. Follow HIPAA guidelines and maintain confidentiality.
4. Must have a Michigan valid driver's license.

5. Reliable transportation and telephone.
6. Supervise and/or assist residents with hygiene, using the restroom, showering, eating, activities, doing their laundry, cleaning their bedrooms, completing chores, etc.
7. Transport residents to school, appointments, work, community service/volunteer projects, etc.
8. Prepare meals for residents
9. Responsible for verbally de-escalating and resolving conflict, anger, etc.
10. Complete checklist and deep cleaning/disinfecting throughout the home.
11. Distribute morning medication and or over-the-counter medication; signing medications logs during a medication pass is required
12. Enforce all company policies and rules.
13. Complete appropriate paperwork timely, efficiently, and accurately during your shift (i.e., incident reports, one-on-one reports, electronic communication log, etc.).
14. Must be able to sympathize with resident's needs and feelings regardless of resident's race, social, ethnic and religious background
15. Must be patient, nurturing and accepting of others.
16. Perform other duties as directed by Lead trainers and/or Supervisors.
17. Attend monthly mandatory monthly staff meetings and trainings.
18. Possess strong positive leadership skills, conflict mediation skills, and positive decision-making skills.
19. CNA certification or experience preferred

**Competencies:**

- Customer/Client Focus
- Decision Making
- Leadership
- Ethical Conduct
- Teamwork
- Problem Solving/Critical Thinking
- Strategic Thinking
- Conflict Resolution
- Collaborative
- Integrity
- Good moral character
- High-level/Excellence in Service Delivery
- Highly effective written and oral communication skills
- Multi-tasking
- Self-starter with the ability to work with minimal supervision is a must

- Detail-oriented and able to work with and abide by state and organizational rules and policies
- Professionalism/Excellent Professional Etiquette
- Excellent organizational skills
- Excellent computer and internet skills
- Innovative
- Passion for serving teenage youth
- Relationship-Oriented
- People-Centered
- Purpose-Driven

**Compensation:**

- Work-life Balance
- Vacation
- PTO
- Employee performance, Merit, & Retention increase based on yearly performance of the organization.

**Please send your resume to [cindycole.ltaicmh@gmail.com](mailto:cindycole.ltaicmh@gmail.com) and someone will reach out to you for an interview.**