



Position Description

Title: Specialist – Client Services (I, II, Senior)		
FLSA Class: Non-Exempt	EEO Category: Service Workers	WC Class: 9110
Job Title # CSS I - 030010 CSS II - 030011 CSS Senior - 030012	Salary Grade: multiple	Purchase authority: N/A
Date Approved: June 10, 2021		
Revision Date		
Revision	Licensure:	

Purpose of Position

The Client Services Specialist (CSS) provides for the physical and emotional needs of the clients assigned to the cottage and facilitates a healthy group living experience. The CSS participates in a multi-disciplinary treatment team in the care of clients. The CSS I & II reports to the Senior CSS. The Senior CSS reports to the Milieu Services manager.

Major Duties (*Essential Element)

- Operates according to Great Circle’s model of care and program operations manual*
- Functions within Agency’s policies and procedures (i.e., Employee Handbook) *
- Manages youth using safe crisis management (SCM) without the need for emergency safety physical interventions*
- Role models positive behaviors and coping skills for clients, using a strength-based approach in all interactions*
- Maintains the safety and security of the clients in care and attends to their needs in a nurturing and trauma-informed way*
- Attends cottage team meetings, departmental, treatment, and planning meetings, and other meetings for the purposes of sharing information regarding clients and to discuss other matters pertaining to cottage life
- Participates in special program components including but not limited to School in the Wilderness, Changing Prisms, community service activities, etc.

- Transports residents to and from school outings, appointments, etc.
- Supervises clients in and around the cottage area, assigns and supervises daily chores, keeps records of allowances earned and dispenses, assists with school homework, and encourages participation in recreational activities
- Administers medications and first aid per Great Circle guidelines and policies
- Keeps the cottage clean and orderly and in good repair, performs minor maintenance repairs, and through appropriate means beautifies the cottage grounds
- Evening and night supervision may include cottage checks, laundry, and other duties as explained by the supervisor
- Implements treatment plans and completes documentation as required*
- Other duties as assigned for the betterment of Great Circle

Competencies

- Judgment – makes thoughtful decisions in a timely and confident manner
- Execution & Results – adapts to change, effectively copes with the unexpected, systematically problem solves, follows-through and ensures accuracy
- Customer Focus – properly interacts with others, works independently or with a team, ethically minded
- Motivation & Work Ethic – demonstrates personal integrity by operating in an accountable, reliable, and respectful manner
- Trauma Informed – demonstrates commitment to learn and apply trauma-informed principles, as appropriate by role, and to understand impact of stress and trauma to clients, colleagues and self

Required Education and Experience

- High School diploma or equivalent

Preferred Education and Experience

- Experience work with children and families in a trauma informed environment

Qualifications

- Strong customer service focus
- Excellent time management
- Oral and written communication skills
- Word, Excel and email applications proficiency
- Class E driver's license with good driving record, able to transport clients

Working Conditions

Treatment milieu environment. Lighting and temperature adequate.

Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to pass SCM training and utilize techniques as taught. Must be able to sit or stand at a personal computer for a reasonable length of time typing and reading. This person must be able to see, hear, speak, walk, and sit. Must be able to use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl. Vision abilities required for this job include close vision, distance vision, peripheral vision, depth perceptions, and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Budget Responsibility

None

Supervisory Responsibility

CSS I & II – None

Senior CSS - Yes

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee printed name: _____

Employee signature: _____ Date: _____