POSITION TITLE: NPHY Direct Care Staff
POSITION TYPE: Full-time Position; Varied Schedules
REPORTS TO: Housing Programs Manager
COMPENSATION: Starting hourly rate of pay $17.00; commensurate with experience

Agency Description
NPHY is the most comprehensive service provider for the thousands of homeless youth in Southern Nevada, serving hundreds of youth through our core programs and touching the lives of thousands more through outreach each year. NPHY’s programs stabilize homeless teens’ lives, meeting their immediate needs and providing a safe, supportive environment and a path to self-sufficiency. Through our work with homeless youth, NPHY creates productive, healthy adults who contribute to society.

Strengthening and complementing our high-quality direct services for homeless youth, NPHY is dedicated to advocating for the Vegas Valley’s homeless youth population and serves as a leader in systems-level efforts to eliminate homelessness among Nevada’s youth.

Agency Culture
NPHY offers a positive family-style work environment: we encourage each staff member to cultivate their unique talents and training and come together as a strong, synergistic team to better serve homeless young people. While working in a challenging yet rewarding field, you will be surrounded by compassionate, energetic, fun, happy, and friendly staff members who are like-minded people and love what they do. In addition to everyday interactions with youth, NPHY offers countless opportunities for youth and staff to experience new and fun things together, such as annual family camping trips, quarterly staff outings, regular client outings, hiking trips, and much more, to help the NPHY family create stronger bonds and model positive relationships and healthy boundaries with the young people we serve. NPHY also offers quarterly trainings to better equip our staff with up-to-date continuing education, skills, and resources to best serve and respond to a wide array of situations and needs. NPHY believes in learning, growing, and challenging ourselves to always be and do better, and strives to lead our staff and community to always seek new and innovative ways to best serve our target population.
Position Definition
Direct Care Staff are part of the team that provides client-centered care for youth enrolled in NPHY’s Housing Programs, ages ranging from 15-20. The main objective of the Housing Program is to assist homeless youth in achieving self-sufficiency. Youth are required to work or attend school full-time, attend counseling, save money and attend weekly life skills classes.

Under the supervision of the Housing Programs Manager, the Direct Care Staff is a full-time, hourly, and professional position, working set scheduled shifts during nights, weekends, and holidays. Primary responsibilities of Direct Care Staff include supervising and ensuring the safety of the youth enrolled in NPHY’s Housing Program. Responsibilities also include supporting the case management team by assisting youth in carrying out their goals and case plans, creating and implementing curriculum for individual Basic Skills Training sessions, ensuring safety of the youth by conducting scheduled and random visits to various properties, compiling progress notes and daily reports, and mentoring the youth enrolled in the transitional housing programs.

Essential Responsibilities and Duties
- Create an environment of dependability and trauma-informed care through continuous training on various subjects related to the population served (i.e., CPR/First Aid, human trafficking, LGBTQ sensitivity, Motivational Interviewing, Positive Youth Development, Nurtured Heart Approach, etc.).
- Create opportunities for youth to learn basic skills, life skills, and independent living skills.
- Supervise youth enrolled in the housing programs by ensuring that their basic needs are met (i.e., food, hygiene, clothing, emotional support, etc.).
- Demonstrate good role model behavior while working with the youth in daily living skills, leisure, and recreational activities.
- Assist in planning, coordinating, transporting, and monitoring youth at agency events and field trips.
- Act as a mentor to youth in the housing programs to support their development and growth through their healing process, which may include supporting youth emotionally, building positive rapport and trust, through establishing healthy boundaries.
- Ensure safety and well-being of youth while promoting independence and respecting each youth’s choices, needs, and rights.
- Direct Care Staff will be required to work at different locations during their shifts as needs are presented.
- Complete data entry into specified client databases; compile and transcribe case notes for data entry; ensure accuracy of all data entry input.
- Ensure the safety, maintenance, and well-being of the properties and company fleet by following agency procedures on security and maintenance reporting measures.
- Maintain clear, clean, and organized case files, logs, documents, reports, and all agency related and confidential materials as assigned to the Direct Care Staff role.
- Enter, compile, and/or organize data to be input into various reports.
- Transport youth to and from the residential properties when need is presented, especially to NPHY Drop-In Center, medical appointments, school, grocery shopping, and work.
- Maintaining, organizing, and routine cleaning of the residential properties to ensure clean, safe, and healthy space for the youth. Empower and train youth on basic skills by cleaning and organizing with the youth.
- With assistance and guidance from the case management team, assist various clients with navigating standard online form applications, such as Medicaid or SNAP benefits by sitting with clients as they complete these processes.
- Provide basic skills training that focuses on education, personal hygiene and wellness, positive coping skills, time management, healthy lifestyle choices, physical health, self-care, cooking, cleaning, and emotional well-being.
- Plan, supervise, and assist with daily activities for the youth including meals, hygiene, maintaining clothing, medication management, personal possessions and living spaces, completing homework, adhering to treatment plans, completing work activities and participating in school, community or planned recreational activities.
- With guidance from the case management staff, assist clients in completing tasks for their case plan/exit plan related to matters for educational and employment goals. Some tasks may include assisting clients with their school work, tutoring, submitting employment applications, creating resumes, and more.
- Participate in monthly mandatory meetings with case management team and Housing Programs Manager to be involved in active case planning and supporting wherever needed.
- Maintain clear and transparent communication between all case management staff, other direct care staff, supervisors, and management by utilizing web-based email and calendars.
- Assist the Emergency Shelter and Safe Place program when coverage is needed. Some responsibilities include supervising youth, ensuring basic needs
are met, conducting initial intake with new clients, cleaning and organizing the Emergency Shelter and Drop-In Center, transporting youth, stocking sufficient supplies and food at the properties, and more.

- Other related duties as assigned.

**Requirements:**

- A minimum of a High School Diploma (or equivalent) required, with strong interest in non-profit, behavioral health, social work, PSR/BST, or human service field.
- Must be strong at multitasking, work effectively in a high stress environment with the ability to make logical decisions in times of crisis and work well in a team and independently.
- Must be able to perform conflict resolution or crisis intervention.
- Must be able to stay alert and awake throughout the duration of each shift.
- Knowledge of Office Suite programs (Word, Excel), internet, and web-based email, as well as software and technology typically found in the work place.
- Must be dependable and punctual, and be able to work alone during scheduled shifts with minimal supervision.
- Must be able to work flexible schedules including overtime as necessary.
- Ability to drive a motor vehicle (during all hours of day and night), walk, lift and carry items up to 40 lbs., push, stoop, kneel, and stand for long periods of time.
- Must be at least 25 years of age, can successfully pass a drug-test and criminal background check.
- Current and valid Nevada Class C driver’s license and Food Handler Safety Card.
- Proof of acceptable driving record, with a working, reliable, and insured vehicle for transportation.
- Knowledge of confidentiality laws and ability to adhere to them.

**Qualifications:**

- Education or previous work experience related to residential programs/group homes and crisis intervention preferred.
- Knowledge/experience working with the general public (customer service oriented).
- Experience working with homeless youth, victims of crime/human trafficking/domestic violence, runaway youth, or youth in crisis is strongly preferred.
● Experience working as a Basic Skills Training (BST) or Psychosocial Rehabilitation (PSR) worker preferred, but not required.
● Ability to communicate professionally and effectively both orally and in writing.
● Ability to complete data entry accurately into various systems and reports.
● Desire and experience to work with youth who exhibit behavioral, mental, emotional, and substance use issues.
● Able to maintain a high level of professional and ethical standards.

Benefits

● The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and thirteen paid holidays per year.
● NPHY also offers fully paid medical, dental and vision insurance plans for its regular full-time employees. Employees can also participate in an incentivized company sponsored 403(b) retirement plan, and voluntary insurance plans.

How to Apply & Deadline

● If you are interested in this position and possess the qualifications, please email the cover letter and resume to hr@nphy.org, or fax to (702) 685-0764.
● Position is open until it is filled.