



## Support Staff (Residential)

OnTrack is an equal opportunity employer. OnTrack does not discriminate against applicants or employees based on race, color, gender, religion, age, national origin, physical or mental disability, sexual orientation, gender identity, family relationship, marital status, veteran status, military service, employment status, or any other classification protected by local, state, or federal law. Any person who needs accommodation to participate in the application process should communicate with Human Resources. Any employee who needs accommodation to perform the essential functions of his or her job should communicate with his or her supervisor. OnTrack will work with an applicant or employee to evaluate whether there is a reasonable accommodation that does not pose an undue hardship on the operations of his or her department.

**JOB SUMMARY:** Assist in daily operations of a residential treatment facility. Follow instructions and complete all tasks as assigned successfully and efficiently. Contribute to and maintain a safe, secure environment for residential clients. Establish professional, supportive relationships with clients as they adapt to the recovery process. Maintain strong professional boundaries. Document a clear, objective report of all shift activities in daily log. All jobs and duties are subject to change. **All OnTrack employees are mandatory reporters. Must have working knowledge of reportable incident definitions and reporting requirements for child abuse and vulnerable adults.**

**SUPERVISED BY:** Program Manager

**STATUS:** This position non-exempt, may be full or part-time. Scheduled shifts may require evening, overnight, weekend and/or holiday work. **Overtime may be required, as residential staff must stay on site until next shift staff or staff replacement arrives.**

**Supervision Exercised:** None

### **Essential Functions:**

- Establish and maintain healthy boundaries with clients
- Interact with clients and other staff in professional manner at all times. Model healthy boundaries and interpersonal communication skills
- Responsible for recording all client interactions and events that occur on shift
- Responsible for maintaining current understanding of all clients' status by reading the program log book, as well as emails, the beginning of each shift. Attend and participate in staff meetings and trainings
- When assigned, monitor, observe and record results of all self-administrated client medications using agency protocol. Complete medication counts and audits as instructed.

- Contribute to the safety and security of the residential facility using de-escalation strategies with the ability to recognize when counseling staff or program manager should be contacted and involved.
- Conduct perimeter checks, bed checks, room, and property searches as scheduled or as warranted under policy rules
- Participate in or lead life- skills training sessions for clients as assigned
- Supervise and document UA's
- Recognize symptoms and report concerns if clients show indication of impairment.
- Housekeeping, cleaning tasks as assigned
- Provide transportation for clients to outside appointments using vehicle provided.
- Other duties as assigned

## **JOB REQUIREMENTS**

Experience and Skills Requirements:

- One year of client care experience working in addictions treatment, medical or other human service environment preferred
- Strong written and verbal communication skills

### **Education/Licensure/Certification requirement:**

- Human Services Training/Education preferred
- THW, CRM or PSS certification a plus
- High school or GED, required
- Oregon Driver's License with clean driving record
- CPR certification, current or obtain within 90 days of hire.

### **Background: Clear background check.**

Work environment: This job is light work with some physical requirements include, but are not limited to the following:

- Walking, crouching, lifting, climbing, kneeling, etc. Ability to lift, push or pull up to 25 pounds, reach above head.
- Basic computer knowledge is required to successfully be up to date on spreadsheets, emails, documentation and other assigned data entry.
- Occasional moving in and around the residential facility is necessary.

**References: 3 references required to verify experience**

**Recovery (if self-disclosed):** Addiction and alcoholism are medical conditions, protected from discrimination under the Americans with Disabilities Act as Amended, Oregon disability laws, and other laws. OnTrack does not ask applicants or employees if they suffer from alcoholism or addiction or are currently in recovery. However, as a provider of recovery support services, we believe alcoholics or addicts in recovery are often the best mentors for others still struggling, and we prefer to hire qualified individuals in recovery for direct client contact positions. On the other hand, the early stages of recovery are subject to frequent relapse and uncertainty, which would make hiring an individual in the early stages of recovery inconsistent with our mission, and would likely make the individual unable to effectively perform the essential functions of any position that involves direct client contact. Therefore, if an applicant or employee discloses a history of addiction, and the position involves direct client contact, we do require the individual to confirm that he or she has been in recovery for a minimum of two years.

**Not a Comprehensive List:** This is not intended to be a comprehensive list of all duties and responsibilities and is representative of the scope of the work. The duties and responsibilities listed in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

Upon receipt of this form, you are in agreement with all responsibilities listed above and acknowledge receipt of the job description and acknowledge that you can perform all the essential functions of the position, with or without reasonable accommodation.

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_