



**TITLE: Direct Care- Mentoring Specialist (RTA program)**

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**Reports to:** Residential Supervisors

**Job Summary:** Model daily routines, conflict resolution, problem solving and positive social interaction. Create a home atmosphere with caring gestures, cozy atmosphere and home-style meals. Inspire residents to hope and believe they can achieve anything. Teach strong work ethic, value in education, good manners and respect for others.

**Duties and Responsibilities:** (Mentoring Specialist in our RTA program must maintain a 1:4 ratio at all times), 1 staff person for every 4 residents.

1. **THCR Mission and Vision Statements;** Read, understand and support.
2. **Follow routine**
  - a. Know the RTA residential manual.
  - b. Follow schedules- No wavering without Administrative approval "Same way every day".
  - c. Make sure residents read and know the RTA resident manual.
3. **Complete Documentation each shift.**
  - a. Participation logs
  - b. Medication logs
  - c. Daily logs
  - d. House & Grounds- Check the list daily while on your shift and make sure all is completed.
    1. Morning Routines
    2. Afternoon Routines
    3. Evening Routines
    4. Overnight Routines
4. **Be proficient with Medications**
  - a. Become certified to dispense medication.
  - b. Be sure to follow dispensing guidelines: Right resident, Right time, Right medication, Right dose and Right route.

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- c. If there are ever any discrepancies involving med distribution or count, contact our nurse practitioner right away.
5. **Keep it Safe**
  - a. No horseplay.
  - b. Keep doors locked; kitchen, office, laundry room, bedrooms & basement.
  - c. No one is to be outside or down stairs without staff supervision.
6. **Be alert**
  - a. Who is where? Always know where each of your residents are at all times. ***Keep residents in your line of vision.***
  - b. How does it sound? Too quiet or too loud can be indicators that something is off.
  - c. What's the mood? One upset resident can upset the house. Be aware, and remember your T.C.I. training.
7. **Keep it Clean**
  - a. Houses must be inspection ready at all times
  - b. Our residents will follow our lead. If we expect clean they will clean, if we don't they won't.
  - c. All work areas are to be left in pristine condition before leaving your shift.
8. **Behave like a parent and provider should.**
  - a. Be loving but assertive with high expectations!
  - b. Demonstrate behaviors that residents will mimic. (kindness, consideration, sportsmanship)
  - c. Learn and live by the seven manners.
  - d. Teach residents how to care for self and others.
9. **Develop relationships**
  - a. Balance justice and mercy- think of the crisis cycle and try to end the cycle.
  - b. Be a person that can be trustworthy.
    - Do what you say.
    - Don't gossip or discuss staff issues in front of residents.
  - c. Do things with the residents. Only time invested can build strong relationships.
    - Homework, Basketball. (sports, games)
    - Discuss a book you've both read, teach them your hobby.
  - d. Rules without Relationships equals Rebellion: We can have the most structured program with all of the "right stuff" but unless we develop genuine relationships

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with the young people we serve we will never be able to have the impact that we work so hard to achieve!

## 10. Be professional

- a. Arrive on time. Be prepared to work when your shift begins.
- b. Work while at work. Do not do personal things on company time. (cell phone, emails, internet)
- c. Dress appropriately. Collared shirt. Change of clothing for recreation.
- d. Greet visitors and answer phone in a friendly manner. Smile first and then speak.

## Job Requirements:

1. High School Diploma or GED. (Prefer some college/bachelor's degree.)
2. Valid NYS driver's license.
3. New York State Central Registry Child Abuse Clearance., SEL Check, SCR
4. Successfully complete, pass and maintain Therapeutic Crisis Intervention Training & maintain updates.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_