



JOB DESCRIPTION

Programme Name	Dayspring RTC
Section	Residential
Reports to	Lead Shift Supervisor / Assistant Director
Job Title	Therapeutic Care Worker (Youth Mentor)

GENERAL SUMMARY

Provide direct care and supervision to residents and participate in promoting wellness and quality of life through providing guidance on basic personal, physical, emotional, spiritual, mental, educational, and social needs of residents.

DUTIES AND RESPONSIBILITIES

RESIDENT CARE/SUPERVISION/MANAGEMENT

1. Provide care and supervision according to resident's care plan.
2. Provide health and medical assistance to residents.
3. Manage residents' behaviour using the approved reward and discipline system.
4. De-escalate and diffuse tension when residents are under strong emotions.
5. Manage complaints and grievances of residents according to DRTC SOP.

MENTORING

6. Conduct social, recreational and educational activities.
7. Guide residents in the development of basic personal and social skills, simple academics or work skills.
8. Assist residents in processing various issues and concerns.
9. Co-regulate with residents when necessary
10. Coach residents in working on their treatment goals.

INTERVENTION

11. Carry out appropriate interventions based on resident's needs, condition and care plan
12. Provide inputs for development and review of interventions and care plan.

SHIFT MANAGEMENT

13. Execute the daily scheduled programs/events with residents.

14. Maintain order, safety and cleanliness of the care environment.
15. Ensure house rules are observed by residents.
16. Respond to crisis situations and any unusual or challenging events.
17. Perform daily handover to staff during shift change.

DOCUMENTATION

18. Chart resident's behaviour and progress using the online Residential Record.
19. Track the interventions carried out on the ground by using the H&I Form.
20. Complete Moment-by-Moment and T-BIRP entries when residents dysregulate.
21. Maintain an updated record of all residential records and logbooks.
22. Prepare incident reports when necessary.

MEETINGS

23. Attend/Facilitate community meetings.
24. Attend Mentors meeting, Staff meeting, Care Team meeting, Case Meetings and other meetings as required.

OTHERS

25. Assist other DRTC departments in their job description (i.e. education, logistics, general cleaning and maintenance, transporting, etc) as allowed by staffing ratios.
26. Participate in assigned committees or special assignments.
27. Perform additional duties as required by the nature of the position or as requested by Supervisor/Director.

QUALIFICATIONS

EDUCATION & EXPERIENCE

1. Min GCE 'N' level, or equivalent qualification
2. With experience in working with youth at-risk
3. With basic processing and counselling skills
4. With knowledge of common issues and disorders that appears in trauma and abuse

OTHER REQUIREMENTS

1. Must be 21 years of age or older
2. Must be willing to work on shift rotations
3. Must be able to work with children and teenager girls
4. Good physical and mental health

5. Suitable emotional attributes and resilience
6. Energetic and enthusiastic
7. Positive attitude to life and work
8. Nurturing yet with clear, consistent and firm boundaries

GENERIC SKILLS & COMPETENCIES

	GSC	LEVEL	DEFINITION
1	Communication	Intermediate	Articulate and able to discuss ideas to achieve common outcomes.
2	Interpersonal Skills	Intermediate	Detect and decipher emotions of others to manage interpersonal relationships in social situations.
3	Teamwork	Basic	Contribute to a positive and cooperative working environment by fulfilling own responsibilities and providing support to co-workers to achieve team goals.
4	Problem Solving	Intermediate	Identify less perceivable problems and use problem solving tools and techniques to solve the problems.
5	Service Orientation	Basic	Demonstrate an understanding of the organisation's service vision, mission and values.
6	Decision Making	Basic	Make decision of a simple or routine nature to achieve intended goals using given information and guidelines.
7	Managing Diversity	Intermediate	Build relationships with different ethnic or cultural groups by engaging in cross-cultural cooperative projects.
8	Creative Thinking	Basic	Connect ideas or information from related fields or applications to address an immediate issue.
9	Sense Making / Data Analytics	Basic	Identify relationships and linkages within different components of data.
10	Lifelong Learning	Basic	Organise and manage own learning by setting learning targets. Identify learning approaches to achieve work or career goals.
11	Leadership	Basic	Demonstrate professionalism to set a good example at peer level. Support others through own initiative and enthuse others through own positive and energetic approach.
12	Resource Management	Basic	Use resources to ensure optimum and efficient use of resources.

13	Transdisciplinary Thinking	Basic	Research and adapt concepts from outside one's field of expertise to supplement one's core knowledge and proficiency.
14	Digital Literacy	Basic	Perform basic functions using software programmes pertaining to computer operating system and file management and search online information.
15	Developing People	Basic	Use demonstration and explanation to teach a familiar task to inexperienced co-workers.
16	Computational Thinking	Basic	Use computational models, tools and techniques to identify patterns in a problem and develop a solution.
17	Global Mindset	Basic	Demonstrate understanding of global challenges and opportunities, and how to transfer best practices across cultures. Respect cultural differences and needs of a diverse workforce.
18	Virtual Collaboration	Basic	Participate and contribute in a virtual team. Set up appropriate online collaborative tools and supporting equipment.