

Youth Team Lead / Neurofeedback (NFB) Technician

Can you think independently and make fair judgment calls and decisions in a supervisory role that leads a department assisting children and youth surviving after trauma? Do you love working with children? Are you lenient, to an extent, with the team you lead while not being afraid to coach in tough conversations? If so, this might be an excellent career choice for you!

Fort Bend Women's Center has over 40 years of providing healing and hope to survivors of Domestic Violence and Sexual Assault in the Greater Houston Area. As United Way- Funded Partners, we aim to guide survivors as they heal from abuse. We equip them with the emotional, psychological, and practical skills and resources to create a hopeful, safe, independent life free of abuse. Our services are free of charge and open to ALL survivors of domestic abuse and sexual assault – regardless of gender, race, age, religion, sexual orientation, or identity – because we believe EVERY survivor deserves the chance to thrive. Therefore, FBWC provides outstanding and innovative programming that is brain health based. We operate services within a positive reinforcement framework that increases hope and social connectivity to reduce the negative impact of trauma, often from lifelong abuse. Our mobile services, client services, and programs aim to foster client self-determination and accountability. We are data-driven and use evidence-based traditional and innovative services.

The Youth Team Lead responds in a constructive, supportive manner to the parent and child client in crisis by planning and implementing activities for children and having knowledge of the local network of children's services to oversee the Youth team. As Youth Program department lead, the YTL maintains accurate service plans and records while managing and supervising the Child Mentors, PlayCare Assistants, and Youth Center Assistants, including but not limited to providing staff guidance, assistance, and continued development training. By applying our Core Values (**Spirit, Passion, Integrity, Respect, Innovation, and Teamwork**), the Youth Team Lead identifies behavioral problems in children and determines the right course of action to assist the child by providing social service / psychological referrals and information. This position reports directly to the Director of Client Services and is responsible for the safety and supervision of children in the care of a seven-person Youth Programs Team.

An enthusiastic personality with vigilance and emotional maturity is a MUST because we assist families struggling for self-sufficiency, and the shelter should not be a toxic environment. Hence, residents are always in crisis mode; their children cope, making the crisis live where the Youth Team Lead / Neurofeedback Technician works. It is a rewarding job that requires a great deal of optimism in leading frontline trauma workers by acting as the "eyes" of the shelter to create a safe space for the team and children. Closely monitoring the Youth Program employees by having good boundaries, high standards, and being approachable to prevent burnout and vicarious trauma experienced by team members, the Youth Team Lead listens, takes directions, and confidently makes critical decisions to establish/maintain trust and appropriate collaborative relationships. The Youth Team Lead works respectfully and nonjudgmentally with clients while employing a victim-centered, strengths-based, and trauma-informed perspective to support clients' self-determination and informed decision-making while respecting clients' confidentiality and autonomy.

The YTL/NFB Tech possesses strong time management skills during busy and slower periods throughout the day by applying basic strategies for good communication to develop rapport and to apply strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to de-escalate crises.

Youth Team Lead / NFB Technician Skills

- Acts as a child advocate by displaying
 - knowledge of child development, parenting skills, and dynamics of family relationships,
 - sensitivity to the needs of children,
 - ability to respond in a constructive, supportive manner to the parent and child clients in crisis,
 - ability to plan and implement activities for children, and
 - knowledge of the local network of children's services.
- Excellent verbal and written communication skills.
- Good planning, organizational and networking abilities.
- Basic computer knowledge and other administrative abilities.
- Multi-tasker with good organizational skills.
- Can fit in with a team-oriented work environment.
- Patient and compassionate.
- Not easily frazzled, especially during crises.
- Active listening.
- Cultural competency.
- Motivational interviewing.
- Deadlines/solutions-oriented.
- Ability to handle multiple competing priorities.
- Ability to handle a variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations.
- Listens and asks for clarification.
- Responds well to questions.
- Informatively writes with clarity, accuracy, and respect.
- Edits work for spelling and grammar.
- Have a self-care routine in place to prevent vicarious trauma.
- Follows instructions.
- Responds to management direction.
- Takes responsibility for own actions.
- Keeps commitments.
- Strong assessment skills.

Daily Tasks for the Youth Team Lead / NFB Technician

- Provide progressive discipline to staff as needed.
- Meet with parents/guardians to handle concerns/complaints/ compliments and guidance.
- Conduct behavioral assessments of resident and non-resident children as part of the intake process.
- Administer as much praise and positive feedback as possible during play sessions.

- Conduct structured play activities and age-appropriate crafts and games.
- Teach appropriate ways of interacting (e.g., handling a disagreement without fighting).
- Monitor and follow up to ensure client/children's transition to community service provision.
- Provide social service/psychological referral information.
- Ensure all HHSC, FBWC, and other protocols are followed and the assistance in regularly updating as needed.
- Conduct DSM5 assessments of resident and non-resident children as part of the intake process and while working with the children.
- Neurofeedback Technician Duties
 - Answer basic questions about neurofeedback to current and prospective clients.
 - Conducts routine EEG procedures, including cleaning and maintaining equipment and supplies if necessary.
 - Troubleshoots equipment issues as they arise from time to time.
 - As directed by and under the supervision of a clinician, prepare and clean the scalp, affix electrodes to the scalp, and operate EEG software.
- Nurture basic cognitive learning skills in children.
- Conduct assessments of children's behavior to coordinate services.
- Conducts structured one-on-one or group activities.
- Uses positive reinforcement techniques to manage behavior.
- Prepare snacks and retrieve and serve meals from the kitchen.
- Effective communication with parents on the child's progress or identified problems.
- Enforce established rules and guidelines that are outlined in the resident guidebook.
- Communicate with co-workers to pass on relevant information regarding the children between shifts.
- Collect required data for age-appropriate assessments.
- Complete assigned duties and documents by the end of each shift.
- Ensures that all areas under Youth Program supervision are clean, organized, tour ready, and sanitized daily. Areas include
 - Play Care
 - Rain Forest Room
 - Playground
 - The Sunshine Club
 - Gym
 - Pool
 - Patio areas
 - Rio Bend Youth Center
- Supervise and interact with children throughout the day as an integral part of the daily schedule.
- Assist with mental health assessments before and after neurofeedback training and mentoring.
- Moderate crisis interventions.

Additional Youth Team Lead / NFB Responsibilities

- Lead weekly team meetings.
- Complete monthly board reports on time.

- Ensure all other documentation is completed by staff promptly.
- Teach children social interactions and safety skills.
- Help improve children's general moods and self-esteem.
- Provide referrals and accompaniment to psychiatric services as needed.
- Collaborate with other agencies to ensure total service care for clients/children.
- Attend weekly Traction meetings with the supervisor.
- Complete other duties assigned as necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Ensures monthly KPIs are met.
- Works with Neurofeedback Clinician Mentor to maintain appropriate client records in accordance with the agency policy on confidentiality.
- Supervise children in Play Care and maintains a safe and positive learning environment.
- Prepare curriculum and hands-on activities for children using up-to-date and various teaching methods (stories, media, crafts, art, indoor and outdoor games) to promote the child's development.
- Make presentations in the volunteer and HART (Hospital Accompaniment Response Team) training and regular in-service for trained volunteers and staff.
- Assist with the planning and working on other agency events as directed.
- Complete required paperwork by the end of shifts, including case notes.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication.
- Prioritizes/plans work activities using time efficiently.
- Plans for additional resource needs.
- Set goals and objectives.
- Develops realistic action plans.
- Attend and participate in all meetings.
- Commits to non-traditional hours of work when necessary.
- Completes tasks on time or notifies the appropriate person with an alternate plan.
- Help create and follow daily children's activity plans.
- Work with families for school needs.

Qualifications and Education Requirements for Youth Team Lead / NFB Technician

- Knowledge of developmentally appropriate programs to meet the children's social, emotional, physical, and cognitive needs.
- Bachelor's Degree in Psychology, Social Work, or relevant four years of relevant experience.
- Interest in women's and children's issues.
- Willing to learn HHSC Emergency Shelter Child Care Regulations.
- Willing to learn and train on neurofeedback techniques to assist clients and children best.
- Ability to work with people from all socioeconomic backgrounds.
- Able to bend over, stand, and lift (up to 50 lbs).
- Have a valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.

- Satisfactory completion of criminal background checks and drug screening.
- Previous experience working with individuals dealing with trauma.
- Travel may be required in Greater Harris and Fort Bend County areas.
- Become certified in CPR and First Aid. Renew when required.
- View video [How childhood trauma affects health across a lifetime | Nadine Burke Harris - Bing video](#)
- View video [Your body language may shape who you are | Amy Cuddy - YouTube](#)
- View video [Understanding Apathy Through Cognitive Dissonance | Hattie Seten | TEDxBrookings - YouTube](#)
- View video [The power of positive reinforcement | Wendy Smith | TEDxPlymouthUniversity - YouTube](#)
- View video [The Power of Positive Thinking | Helen Peterson | TEDxDhahranHighSchool - YouTube](#)
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