

**Jefferson County  
Position  
Description**

**Name:** \_\_\_\_\_ **Department:** Human Services  
**Division:** Emergency Mental Health

**Position Title:** Community Outreach Worker **Pay Grade:** 4 **FLSA:** Non-exempt

**Date:** June 2019 **Reports To:** Crisis Manager

---

**Purpose of Position**

The purpose of this position is to ensure community safety, placement prevention, competency building, and positive client development by coaching and educating juveniles, children and/or adults with emotional or cognitive disabilities, and their families to develop independent living skills and values and serve as an extension into the community.

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Interviews clients to gather personal, family, employment, education, and social data. Identifies needs and establishes goals.
- Mentors and educates clients in developing independent living skills and values. Establishes plans to increase client's independence and achieve success.
- Assists case managers and supervisors in assessing clients for treatment, providing case planning and reviewing goals.
- Writes crisis plans, monitors mental health commitments, and coordinates hospital discharge planning.
- Assist with the Incredible Years social skills group weekly.
- Assists in coordinating needed services and providing appropriate referrals to available resources including legal, academic, medical, community outreach programs, and multi-disciplinary county programs.
- Maintains contact or provides referrals to collateral contacts such as schools, medical offices, and law enforcement.
- Assists case managers with record keeping, maintaining required documentation, and providing reports.
- Arranges and provides client transportation to appointments.
- Participates in public education regarding the needs of clients.
- Interprets, translates, and provides written documentation of translations, as needed or in crisis situations, throughout the agency for families and individuals with language barriers.
- Practices competent motivational interviewing techniques.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.

- Performs other duties as assigned or as needed.
- Demonstrates dependable attendance.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Associate's degree and one year experience; or an equivalent combination of education and experience.

**Preferred Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree from a college or university; or an equivalent combination of education and experience.

**Other Requirements – Certificates/Licensures**

None.

**Knowledge Skills and Abilities**

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instruction and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

**Supervision**

None.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper.

Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee \_\_\_\_\_

Date \_\_\_\_\_

Supervisor \_\_\_\_\_

Date \_\_\_\_\_

Human Resources \_\_\_\_\_

Date \_\_\_\_\_

**Jefferson County****Position Description**

**Name:** \_\_\_\_\_ **Department:** Human Services  
**Division:** Behavioral Health  
**Position Title:** Crisis Stabilization Worker **Pay Grade:** 4 **FLSA:** Non-exempt  
**Date:** February 2020 **Reports To:** Group Home Supervisor

---

**Purpose of Position**

The purpose of this position is to provide emergency mental health services to mentally ill and/or Substance Use adults who are in immediate crisis but not in need of hospitalization. Such service is provided in a crisis/assessment home for short-term placement.

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Provides direct client care and supervises clients' daily living skills in a safe, therapeutic environment.
- Performs client admission and discharge processes.
- Monitors client behavior and medical status and takes appropriate action. Manages medication services for clients. Stores and dispenses according to guidelines medications for clients.
- Facilitates group socialization within house and in community.
- Documents daily client charting and maintains records.
- Acts as client liaison to hospitals, physicians, law enforcement, client families, and other agencies and individuals.
- Assists and coaches clients on life skill development including hygiene, budgeting, nutrition, behavior management, and employment.
- Assists with household tasks including meal preparation, laundry, shopping/ordering household supplies and food, snow removal, and garbage collection.
- Maintains a clean and organized household, identifies household repairs need, and initiates maintenance requests.
- Transports or arranges transportation for clients.
- Testifies in court regarding emergency detentions and commitments.
- Practices competent motivational interviewing techniques.
- Supports and enhances a trauma-informed care environment
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures.

- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or as needed.
- Demonstrates dependable attendance.

#### **Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

None.

#### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent with one to two years related experience and/or training or equivalent combination of education and experience.

#### **Preferred Training and Experience Required to Perform Essential Job Functions**

Associates degree in related field and one year experience or three years related experience and/or training or an equivalent combination of education and experience.

#### **Other Requirements – Certificates/Licensures**

None.

#### **Knowledge, Skills, Abilities**

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

**Supervision**

None.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper.

Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

**Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.**

*I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.*

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date