Jefferson County
Position Description

Name:

Department: Human Services
Division: Behavioral Health

Position Title: Comprehensive Community Services Service Facilitator I

Pay Grade: 7 **FLSA:** Non-exempt

Date: December 2019

Reports To: Mental Health Professional

Purpose of Position

The purpose of this position is to provide psycho social rehabilitative services to consumers of all ages diagnosed with Mental Health and/or substance use disorders and enrolled in the Comprehensive Community Services Program and to reduce the negative impact of mental health and/or substance use disorders.

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.

- Completes mental health assessments, including suicide and homicide assessments, collecting information about a consumer's past and current mental health and substance abuse issues, medical problems, and family and social interactions.
- Develops recovery treatment plans for improving or eliminating the effects of mental health and/or substance abuse for the consumer.
- Participates in a team developed Recovery Planning Services, designed to provide the highest level of independent functioning and quality of life possible and desired by the consumer.
- Facilitates and provides psycho social rehabilitative services as specified in the Comprehensive Community Services Service Array.
- Maintains knowledge of the applicable statutes, administrative codes, agency policies and procedures, administering mental health treatment per DHS 34 and 36. Adheres to the code of ethical standards.
- Supervises court orders regarding mental health, guardianship, and protective placement of consumers; monitors compliance with orders and testifies in court when needed.
- Facilitates services to help the client receive assistance needed to meet and/or maintain independent living goals, including completing person-centered treatment planning and review, advocating on behalf of the consumer, coordinating crisis services and services with schools, private and other non-profit providers and organizations.
- Assists consumers with communication and interpersonal skills such as problem solving, conflict resolution, assertiveness and individual or group interventions.
- Monitors consumer symptoms. Assists consumers through Psycho education, Recovery Education and Illness Management. Prepares accurate and timely documentation as required for individual consumers, providers and program reports.
- Practices competent motivational interviewing techniques.

- Supports and enhances a trauma-informed and resilience-oriented environment
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Demonstrates dependable attendance
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

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.

- Mentors new staff to the CCS program.
- Identifies, develops, and assists in implementing internal procedural modifications to improve effectiveness of CCS.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in Social Work or related field from a college or university and one year experience working with individuals across the lifespan with a mental illness and/or substance abuse disorder and crisis management

Preferred Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in Social Work or related field from a college or university and three years' experience working with individuals across the lifespan with a mental illness and/or substance abuse disorder and crisis management

Other Requirements – Certificates/Licensures

Valid driver's license.

Knowledge, Skills, Abilities

- Ability to embrace and nurture a person centered, trauma informed, recovery oriented framework and culture for service delivery.
- Ability to plan and organize work effectively.
- Ability to maintain accurate current records and prepare clear and concise reports.
- Ability to establish and maintain effective working relationships with agency staff, community members, families, and collateral agencies.
- Ability to make assessments and provide or refer for appropriate treatment.
- Ability to manage one's time and emotions in an environment of rapidly changing priorities.
- Ability and comfort in assessing risk and safety planning.
- Ability to reliably and predictably carry out one's duties.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- 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 consumers may exhibit hostile or aggressive behaviors.
- 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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to utilize advisory and design data and information such as medical assistance manuals, Human Services policy and procedures, program guidelines, State statutes Chapter 51, 55, 880, personnel manuals, DARs, service contracts, financial reports, program summaries and reports, accounting methods, and educational curricula.
- Ability to communicate verbally and in writing with supervisors, consumers, consumer's families, subordinates, volunteers, Human Service Board members, other Human Service supervisors, Department clerical staff, contracted service providers, attorneys, Judges, general public, funding agency representatives and unit advisory committee members.
- Ability to counsel and treat consumers and mediate disputes. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations, Ability to provide advocacy for clients.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Knowledge of therapeutic and psycho social interventions for persons with complex needs.
- Knowledge of the laws, regulations and practices pertaining to DHS 36.
- Knowledge of psychotropic medications, their effect, side effects and abuse potential.
- Knowledge of assessment and treatment of persons whom have serious and persistent mental illness including co-occurring disorders.
- Knowledge of the principals and practices of psychotherapy. The knowledge of best practices and the ability to implement them or abilityto be trained.
- Knowledge of Personality Disorders and strategies for treatment or ability to be trained.
- Knowledge of Dialectical Behavioral Therapy skills or ability to be trained.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill using Cognitive Behavioral Therapy strategies with consumers individually or in a group setting.
- 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 exposure to physically or verball yabusive 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: Comprehensive Community Services Service Facilitator II

Pay Grade: 9 **FLSA:** Non-exempt

Date: October 2019

Reports To: Mental Health Professional

Purpose of Position

The purpose of this position is to provide psycho social rehabilitative services to consumers of all ages diagnosed with Mental Health and/or substance use disorders and enrolled in the Comprehensive Community Services Program and to reduce the negative impact of mental health and/or substance use disorders.

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.

- Completes mental health assessments, including suicide and homicide assessments, collecting information about a client's past and current mental health and substance abuse issues, medical problems, and family and social interactions.
- Develops recovery treatment plans for improving or eliminating the effects of mental health and/or substance abuse for the consumer.
- Participates in a team developed Recovery Planning Services, designed to provide the highest level of independent functioning and quality of life possible and desired by the consumer.
- Facilitates and provides psycho social rehabilitative services as specified in the Comprehensive Community Services Service Array.
- Maintains knowledge of the applicable statutes, administrative codes, agency policies and procedures, administering mental health treatment per DHS 34 and 36. Adheres to the code of ethical standards.
- Supervises court orders regarding mental health, guardianship, and protective placement of consumers; monitors compliance with orders and testifies in court when needed.
- Facilitates services to help the client receive assistance needed to meet and/or maintain independent living goals, including completing efficient, case reviews, and person-centered treatment planning, advocating on behalf of the client, coordinating crisis services and services with schools, private and other non-profit providers and organizations.
- Assists clients in communication and interpersonal skills such as problem solving, conflict resolution, assertiveness and individual or group interventions.
- Monitors client symptoms.

- Assists clients through Psycho education, Recovery Education and Illness Management. Prepares accurate and timely documentation as required for individual consumers, providers and program reports.
- Practices competent motivational interviewing techniques, if applicable
- Supports and enhances a trauma-informed care and resilience-oriented environment
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Demonstrates dependable attendance
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

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.

- Mentors new staff to the CCS program.
- Identifies, develops, and assists in implementing internal procedural modifications to improve effectiveness of CCS services.

Minimum Training and Experience Required to Perform Essential Job Functions

Master's degree in Social Work or related field from a college or university, 3000 hours of post graduate, supervised clinical experience and/or 2 to 3 years' experience.

Preferred Training and Experience Required to Perform Essential Job Functions

In addition to all minimum requirements, Professional licensure highly preferred.

Other Requirements – Certificates/Licensures

Valid driver's license.

Ability to obtain the following licenses: Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC), and/or Licensed Marriage and Family Therapist (LMFT).

Ability to obtain Substance Abuse Counselor (SAC) certification.

Knowledge, Skills, Abilities

- Ability to embrace and nurture a person centered, trauma informed, recovery oriented framework and culture for service delivery.
- Ability to plan and organize work effectively.
- Ability to maintain accurate current records and prepare clear and concise reports.
- Ability to establish and maintain effective working relationships with agency staff, community members, families, and collateral agencies.
- Ability to make assessments and provide or refer for appropriate treatment.

- Ability to manage one's time and emotions in an environment of rapidly changing priorities.
- Ability and comfort in assessing risk and safety planning.
- Ability to reliably and predictably carry out one's duties.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- 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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to utilize advisory and design data and information such as medical assistance manuals, Human Services policy and procedures, program guidelines, State statutes Chapter 51, 55, 880, personnel manuals, DARs, service contracts, financial reports, program summaries and reports, accounting methods, and educational curricula.
- Ability to communicate verbally and in writing with supervisors, clients, clients' families, subordinates, volunteers, Human Service Board members, other Human Service supervisors, Department clerical staff, contracted service providers, attorneys, Judges, general public, funding agency representatives and unit advisory committee members.
- Ability to counsel and treat clients and mediate disputes. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations, Ability to provide advocacy for clients.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Knowledge of therapeutic and psycho social interventions for persons with complex needs.
- Knowledge of the laws, regulations and practices pertaining to DHS 36.
- Knowledge of psychotropic medications, their effect, side effects and abuse potential.
- Knowledge of assessment and treatment of persons whom have serious and persistent mental illness including co-occurring disorders.
- Knowledge of the principals and practices of psychotherapy. The knowledge of best practices and the ability to implement them.
- Knowledge of Personality Disorders and strategies for treatment.
- Knowledge of Dialectical Behavioral Therapy or ability to be trained.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill using Cognitive Behavioral Therapy with clients individually or in a group setting.
- 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.

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