

POSITION DESCRIPTION**Community Services Associate I**

Wellness Recovery Center
Center for Emergency and Short Term Stabilization
Region Ten Community Services Board

CLASSIFICATION TITLE: Community Services Associate I

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position in which the incumbent serves as a Community Services Associate I at the Wellness Recovery Center, a Region Ten program for adults experiencing a mental health crisis. The incumbent monitors the center and the program clients during duty hours. Provider must maintain safe conditions for the center's clients and provide general care and supervision. This requires that the provider remain awake, alert and available during all duty hours. He/she is responsible for following agency policy and procedures and the Wellness Recovery Center protocols.

The incumbent reports to the Director III/Program Manager II for the Wellness Recovery Center. Duties require application of clearly prescribed standard practices using program protocols, with some decision-making required. Questionable situations are referred to the program manager on duty. He/she is expected to perform in accordance with applicable professional ethics, state quality assurance standards, DBHDS regulations as well as established Region Ten policies.

The Community Services Associate I is part of the Wellness Recovery Center Medical Group, which is responsible for overseeing the day-to-day biological/medical needs of the consumers.

The essential functions of this job are starred below (*) under "Major duties".

MAJOR DUTIES:

1. *Monitors clients at all times for any psychiatric/behavioral and medical complications and responds according to established agency policy and procedures and Wellness Recovery Center protocols
2. Reporting questionable symptoms/situations to the clinical staff on duty.
3. *Answers phone and the front door, screening visitors according to program protocol.
4. *Monitors client meals and meal clean up
5. *During overnight shifts remains awake and completes all assigned overnight duties
6. *Supervises client participation in the center's daily routine.
7. Assists with self-administration of medications; observes, reports and documents side effects.
8. *Records progress notes on interventions and supports.
9. *Reports on individuals' status to incoming staff during shift change.
10. *Participates in staff meetings as required for client and program planning, staff training and evaluation.
11. * Monitors and records vital signs according to policy.
12. *Transports clients to and from the center as necessary.
13. *Drives to pick up medication, food or other supplies as needed.
14. *Prepares rooms for new clients as needed. This includes making beds, laundering bed linens and cleanings bathrooms.
15. *Acquires and maintains valid certification in First Aid, CPR, medication administration, non-aversive behavior management and defensive driving in order to ensure the safe and efficient operation of the residence and to comply with state/federal residential staffing requirements.
16. *Check doors for security purposes on evening and overnight shifts, as well as assist with monitoring of security cameras as assigned.
17. Maintains complete and current clinical records, service data and required documentation.
18. Transports participants to and from the center as necessary.
19. Acquires and maintains valid certification in First Aid, CPR, medication administration, non-aversive behavior management and defensive driving in order to ensure the safe and efficient operation of the program.
20. Attends in-service training and staff development programs to enhance mental health services.
21. Reads all agency communication.
22. Performs other duties as assigned.
23. Hours are variable.

QUALIFICATIONS:

The incumbent must obtain First Aid training, CPR certification, and medication management training. To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

RESIDENTIAL TECHNICIAN

Center for Emergency and Short Term Stabilization – Wellness Recovery Center– Region Ten Community Services Board

Page 2

Knowledge of: CPR, First Aid, medication administration, characteristics of mental illness and/or substance use, local public agencies and their functions and interrelationships

Skills in: written and oral communication, CPR, First Aid, maintaining order in house, dealing in professional manner with individuals and agencies, obtaining vital signs, administering medications, demonstrating respect and reassurance toward clients, providing reality orientation, personal computers and keyboarding

Abilities to: pass CPR and First Aid training courses and maintain certification, successfully complete Medication administration training, work effectively with a wide variety of individuals, maintain flexible work hours and occasional emergency coverage, tolerate difficult clients and working conditions, work well under stress, work effectively in a crisis situation.

DIRECT CARE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Direct Care Performance Evaluation Standards.

POSITION LOCATION: The Wellness Recovery Center
504 Old Lynchburg Road
Charlottesville, Virginia 22903



GRADE: 4

SCHEDULE: 40 hours weekly; various shifts, including weekends (full-time) or varying part-time or hourly shifts

Position Description Reviewed: June 8, 2020

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date