

**POSITION DESCRIPTION****Community Services Associate I**

Wellness Recovery Center  
Center for Emergency and Case Management  
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 maintenance of the program and for following the Wellness Recovery Center policies and procedures.

The incumbent reports to the Program Manager II for the Wellness Recovery Center. Duties require application of clearly prescribed standard practices using several procedures, with some decision-making required. Questionable situations are referred to the program manager. 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 HIPPA access level for this position is Level Two

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 policy and procedures, reporting any questionable symptoms to the clinical staff on duty or on call physician, and makes accurate and timely entries of observations into progress notes and/or Kardex.
2. \*Answers phone and the front door, screening visitors according to normal procedure.
3. \*Prepares and monitors client meals and meal clean up.
4. \*Arranges for emergency staff coverage when necessary.
5. \*During overnight shifts remains awake and on site during scheduled work hours.
6. \*Supervises client participation in the center's daily routine.
7. \*Assists with self-administration of medications; while accurately recording and monitoring client medications in accordance with written policy and procedures
8. \*Records progress notes on interventions and supports as well as client's responses.
9. \*Reports pertinent data on individuals' status to incoming staff during morning shift change.
10. \*Participates in staff meetings as required for client and program planning, staff training and evaluation.
11. \*Assists in the structured program of care of individuals by serving as positive role models, encouraging compliance with program requirements, providing reality orientation, and demonstrating respect, and reassurance toward individuals.
12. \* Monitors and records vital signs according to policy.
13. \*Transports clients to and from the center as needed in order to coordinate services between the Wellness Recovery Center, emergency services, other HPR I programs and other professional resources as necessary.
14. \*Drives to pick up medication, food or other supplies as needed.
15. \*Prepares rooms for new clients as needed. This includes making beds, laundering bed linens and cleanings bathrooms.
16. \*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.
17. \*Check doors for security purposes on evening and overnight shifts, as well as assist with monitoring of security cameras as assigned.

QUALIFICATIONS:

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. The incumbent must obtain First Aid training, CPR certification, and medication management training. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of:

- characteristics of severe mental illness and mental illness with chemical abuse;
- psychosocial rehabilitation principles and techniques;
- counseling techniques
- crisis prevention and management;

**RESIDENTIAL TECHNICIAN**

**Center for Emergency and Case Management – Wellness Recovery Center– Region Ten Community Services Board**

**Page 2**

- skills training techniques;
- procedures for preventing, diffusing and managing aggression;
- medication management;
- emergency procedures;
- Charlottesville resources and procedures for emergency back-up;
- standard residential operating procedures;
- First Aid, and CPR

Skills in:

- written and oral communication,
- monitoring resident mental status;
- observing medication effects;
- alcohol/drug abuse;
- counseling/relating to clients who have a wide array of psychiatric difficulties.
- recognizing and responding to medical emergencies;
- supervising/organizing residents and household routine;
- communicating (written/oral) PRN information to staff;
- recording information, and
- non-punitive techniques for managing difficult behavior

Abilities to

- make sound and safe decisions in regards to behavior management, health needs, emergencies;
- perform work assignments under little or no direct (i.e., present) supervision;
- analyze needs of residents and respond appropriately;
- de-escalate and manage aggressive persons, and
- drive defensively.

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

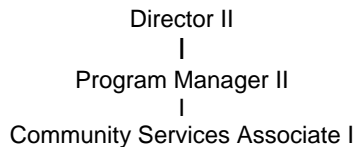
POSITION ORGANIZATION:

```

Director, Wellness Recovery Center
  |
Wellness Recovery Center Program Manager
  |
Residential Technician (Wellness Recovery Center)

```

POSITION ORGANIZATION CHART



GRADE: 4

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

Position Description Updated: January 1, 2013

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