

**POSITION DESCRIPTION****COMMUNITY SERVICES ASSOCIATE I**

Mohr Center  
Center for Access and Adult Clinical Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Community Services Associate I

**GENERAL STATEMENT OF RESPONSIBILITIES:**

This is a FLSA non-exempt position in which the incumbent is responsible for admissions to the sobering up shelter and for monitoring all client withdrawal symptoms. The incumbent maintains observation of sobering up shelter and monitors the residential treatment program and all parts of the facility during duty hours. The position requires that staff remain awake, alert and available during all duty hours. He/she is responsible for maintenance of house rules and for following the Mohr Center policies and procedures. He/she is responsible for coverage in emergency situations. He/she will be responsible for carrying out any case management duties as needed.

The incumbent reports to the Director II, Community Based Services and/or the designated immediate supervisor and duties require application of clearly prescribed standard practices using several procedures, with some decision making required. Questionable situations are referred to the supervisor. In carrying out position duties, he/she must comply with all federal laws regarding confidentiality of alcohol and drug treatment programs, as well as established Region Ten policies and procedures.

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. \*Manages the center by carrying out the following duties: answers phone, monitors meal preparation and clean-up, completes all required records, responds appropriately to client needs, arranges for emergency staff coverage when necessary and remains on site during scheduled work hours.
2. \*Maintains good order in the house and checks all areas of the facility hourly.
3. \*Appropriately triages clients by making referrals for emergency medical treatment for those clients who need medical care; and appropriately refers all other clients who do not meet admission criteria.
4. \*Monitors clients' withdrawal symptoms for medical complications through sub-acute withdrawal and responds according to established policy and procedures, reporting any questionable symptoms to the Case Manager or consulting physician; and makes accurate and timely entries into client progress notes and into the shift activity log.
5. \*Reports pertinent data on clients' status to incoming technician and, when appropriate, to Program Manager, Case Manager or consulting physician.
6. \*Participates in staff meetings as required for program planning, staff training, evaluation, and assessment.
7. \*Assists in the structured program of care of clients by serving as positive role models, encouraging client compliance with program requirements, providing reality orientation, and demonstrating respect, and reassurance toward clients.
8. \*Accurately records and monitors client medications in accordance with written policies and procedures.  
Monitors vital signs according to policy
9. \*Assists with case management duties as needed.
10. \*Reads all agency communication, (i.e., Ten, Region Ten's newsletter, E-mail, etc.).
11. \*Other job related duties as assigned by the Program Manager or Case Manager.
12. \*Able to perform CPR and First Aid when situation requires these activities.

**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: CPR, First Aid, medication administration, alcohol and drug addiction, 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 social detox and Medication

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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 Mohr Center  
1014 East Market Street  
Charlottesville, Virginia 22902

POSITION ORGANIZATION CHART



GRADE: 4

SCHEDULE: Various shifts; including midnight to 8:00 a.m., weekends

Position Description Updated: February 5, 2014

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