

**POSITION DESCRIPTION****Engagement Specialist/Care Manager**

Peterson Building  
Access and Adult Clinical Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Engagement Clinician

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent functions as engagement specialist for the Access and Adult Clinical Services of Region Ten. The incumbent handles the engagement activities with consumers enrolled within the center.

The incumbent reports to the Same Day Access Program Manager of Region Ten's Access and Adult Outpatient Department and duties require proceeding alone under standard practices with referral of questionable situations to the supervisor. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule. In carrying out position duties, he/she performs in accordance with applicable professional ethics and 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. Provides outreach and assessment services to consumers who are identified as having difficulty engaging in recommended services, either by phone or face to face, in order to identify barriers to their full participation and make plans for addressing the barriers.
2. Provides individual and/or group services to consumers for whom an alternative plan has been developed before they can reengage in regular treatment services.
3. Meets with consumers as needed after or during Same Day Access to further assess treatment needs and eligibility for services, to make an interim plan if they are waiting for services to begin, and/or to reduce identified or possible barriers.
4. \*Contacts consumers to confirm if they wish to continue receiving services. The purpose of this contact is to:
  - Identify barriers to the consumer attending and assist with addressing such barriers.
  - Engage Consumers in other avenues of services such as group or differing levels of care as appropriate.
  - If consumers cannot be re-engaged in treatment services, create Discharge/Transfer planning for consumer and facilitate the appropriate program release.
5. \*Monitors consumer engagement in services through program reports in order to manage capacity within program.
6. May provide other AACS clinical services including Comprehensive Needs Assessment and individual and group therapy, as needed and as assigned by AACS Program Managers.
7. \*Assess and evaluate consumer needs, strengths, goals and resources as they relate to their treatment planning and service provision within Region Ten and/or the community.
8. \*Refer and link consumers to agency services and other human service programs after a series of continued late cancelations or consumer no show appointments.
9. \*Monitor and enforce agency No Show policy within the center.
10. May provide the Comprehensive Needs Assessment and/or other communication and coordination with agencies, hospitals, State facilities, and R10 liaison staff to ensure consumers are linked with community services after discharge.
11. \*Coordinates and Collaborates as needed with partner agencies with regards to referrals and exchange of information as related to MOU's and/or contracts between parties, including but not limited to: Federal Probation and Drug Court.
12. \*Maintains a professional demeanor and attitude.
13. Provides cross coverage as needed for other Same Day Access support functions.
14. \*Other job related duties as assigned.

## ENGAGEMENT SPECIALIST

### Center for Access and Adult Clinical Services–Region Ten Community Services Board

Page 2

#### 15. QUALIFICATIONS:

MUST POSSESS A MASTERS DEGREE. MUST POSSESS A LICENSE IN A RELATED HUMAN SERVICES FIELD OR BE ABLE TO BECOME LICENSE ELIGIBLE WITHIN 6 MONTHS OF HIRE.

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: Mental Health and Substance Abuse Diagnosis and Services, Community Resources, Microsoft Office Suite including Word, Outlook and Excel; standard office practices and procedures; secretarial techniques; insurance and billing practices; medical terminology; interview techniques.

Skills in: Individual and group therapy; Assessment and diagnosis; Verbal and written communication; problem solving; reception and secretarial techniques; basic bookkeeping; math; use of office equipment; computers, keyboarding and data entry; interpersonal skills.

Abilities to: Assess and engage with consumers appropriate, relate to and communicate with a wide variety of people; maintain confidentiality; recognize and function in a crisis situation; perform under stress; follow oral and written instructions; work independently, and at times, in office alone; manage attendance in order to ensure full time coverage needed.

#### ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION:     Region Ten Community Services Board  
                                     800 Preston Ave  
                                     Charlottesville, VA

#### POSITION ORGANIZATION CHART

Same Day Access Program Manager  
|  
Engagement Specialist

GRADE:     11-12

SCHEDULE: 40 hours per week

Position Description Updated: March 15. 2019

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.

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Signature

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Name Printed

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Date