

POSITION DESCRIPTION

COMMUNITY SERVICES ASSOCIATE III

Program for Assertive Community Treatment
Center for Adult Rehabilitation Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Community Services Associate III

General Statement of Responsibilities:

This is a FLSA non-exempt position. The incumbent provides assertive community support services to mental health clients in the agency's PACT program. In this capacity, he/she is responsible for an array of direct supportive services to persons with serious mental illnesses living in apartments or other housing arrangements. Services will include monitoring, assessments of functioning, skill development, behavioral programming, and personal and social supports with an overall goal of assisting clients to remain psychiatrically stable. The incumbent utilizes his/her experiences as a primary mental health service counselor to engage, motivate, and support PACT clients.

The incumbent reports to the Director II for PACT and performs the identified duties proceeding alone under standard practices and referring questionable situations to the supervisor. In carrying out these duties, he/she performs adhering to all Region Ten policies and procedures, and program practices using an assertive community treatment orientation, applicable professional ethics, or other applicable licensure requirements.

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. *Be a member of the individual treatment team for an assigned number of clients.
2. *Assess needs and plan services according to individual strengths and needs; with the consumer, develop the individual service plan, following tenets of Person-Centered Planning process; provide ongoing monitoring of consumer's mental status and plan/perform interventions accordingly.
3. *Provide all rehabilitative services to consumers, including but not limited to: training in ADL's; monitoring of and assistance with attending to nutritional and medical needs; assisting with medication management; helping to locate and effectively use community resources; enhancing community adjustment and integration by developing services which increase opportunities for community access and involvement; providing social skills training in order to increase consumers' social competence.
4. *Maintain appropriate consumer records, staying up-to-date on all required paperwork and documentation for billing.
5. *Participate in daily staff organizational meetings and treatment planning review meetings.
6. *Attend in-service trainings and staff development programs to enhance service understanding and provision.
7. *Acquire and maintain valid certifications in CPR, First Aid, medication administration, MANDT, and maintain valid driving license.
8. *Read all agency communications and follow through on requirements.
9. Perform specific tasks as assigned related to program requirements, as detailed below:

Psychiatric Treatment and Substance Use Treatment Services

1. Contribute to assessment of clients' mental illnesses symptoms and clients' response to treatment. Make appropriate changes in treatment plans to ensure immediate and appropriate interventions are provided in response to changes in mental status or behavior which put clients at risk (e.g., suicidality).
2. Provide direct services to clients on an individual basis in the office and in community settings to teach behavioral symptom-management techniques to alleviate and manage clients to adapt to and cope with internal and external stresses.

Structuring Time and Employment

1. Provide work-related supportive services such as assistance with grooming and personal hygiene, securing of appropriate clothing, wake-up calls, transportation.
2. Make referrals to PACT Case Manager and assist as necessary in getting consumers to participate.

Activities of Daily Living Services

1. Provide ongoing assessment, problem solving, side-by-side services, skill training, supervision (e.g. prompts, assignments, monitoring, encouragement), and environmental adaptations to assist clients with activities of daily living.
2. Assist and support clients to carry out personal hygiene and grooming tasks.
3. Provide nutrition education, meal planning, grocery shopping, and food preparation.
4. Assist clients to find and maintain a safe and affordable place to live-apartment hunting, finding a roommate, landlord negotiations, cleaning, furnishing and decorating, and procuring necessities (e.g. telephone, furnishings, linens).
5. Assist and support clients to perform household activities, including house cleaning and laundry.
6. Ensure that clients have adequate financial support (e.g. help to gain employment or apply for entitlement). Teach money-management skills (e.g. budgeting and bill paying) and assist clients in accessing financial services (e.g. professional financial counseling, emergency loan sources).

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7. Help clients to access reliable transportation (e.g. obtain a driver's license and car, arrange for cabs, access bus line, find rides.)
8. Assist and support clients to have and effectively use a personal physician and dentist.

Social and Interpersonal Relationships and Leisure Time

1. Plan, structure, and prompt social and leisure-time activities on evenings, weekend, and holidays.
2. Provide side-by-side support and coaching to help clients socialize (e.g. going with a client to a basketball game, coaching and supporting a client before he or she goes to a family reunion).
3. Organize and lead individual and group social and recreational activities to structure clients' time, increase social experiences, and provide opportunities to practice social skills and receive feedback and support.

Support

1. Provide practical help and supports, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance, training, and supervision to help clients obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlement (e.g., SSI, SSDI and veteran's benefits) or housing subsidies (e.g. HUD Section 8); supported housing (e.g. adult foster care, paid roommates, meals brought in for those who need it); money-management services (e.g. payee ships); and transportation.

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. Must meet certification as QMHP (Qualified Mental Health Professional) as set forth by Department of Behavioral Health and Developmental Services. Must be able to perform CPR/First Aid intervention. The Community Services Associate III must have work experience or life experience with services for mental illnesses or with individuals with similar human-services needs. Must have a strong commitment to the residences; work in market jobs; and have access to helpful, adequate, competent, and continuous supports and services. Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights and personal preferences in treatment are essential. In addition, the incumbent must 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; crisis prevention and management; procedures for preventing, diffusing and managing aggression; emergency procedures; first aid; CPR; business arithmetic; and computer skills.

Skills in: implementation of psychiatric rehabilitation goals and objectives for each client; monitoring client mental status; observing medication effects, identifying alcohol or drug abuse; relating to a wide array of psychiatric impaired clients; recognizing and responding to medical emergencies; personal computers and keyboarding; and recording information.

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

CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Clinical Provider Performance Evaluation Standards.

Position Location:
PACT Offices
800 Preston Avenue
Charlottesville, VA 22903

POSITION ORGANIZATION CHART

Director II
|
Community Services Associate III

GRADE: 8

SCHEDULE: As scheduled, variable evening & weekend 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