

POSITION DESCRIPTION**BOOST Engagement Specialist**

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

CLASSIFICATION TITLE: BOOST Engagement Specialist

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent functions as engagement specialist for the BOOST Program of Region Ten. The incumbent handles the engagement activities with consumers enrolled within the center. This is a grant funded position. Length of position is dependent on life of grant.

The incumbent reports to the BOOST/PBHCI Project Director 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 essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Monitors consumer engagement through program reports and contacts consumers due for quarterly follow-up to confirm if they wish to continue receiving services. The purpose of this contact is to:
 - a. Identify barriers to the consumer attending and assist with addressing such barriers.
 - b. If consumers cannot be re-engaged in treatment services, create Discharge/Transfer planning for consumer and facilitate the appropriate program release.
2. *Complete assessments to enroll consumer into PBHCI grant, collecting appropriate medical information, tracking consumer participation and complete reassessments.
3. *Assess and evaluate consumer needs, strengths, and goals, and engaging consumers in other avenues of services such as group or differing levels of care as appropriate.
4. *Meets with consumers either individually and/or within group setting to assist with re-engagement with service provision.
5. *Coordinates and collaborates 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: Central Virginia Health Services.
6. Provide assistance to consumers and their family members about recovery, wellness, and quality of life information.
7. Works collaboratively with consumers, program staff, and the program director to develop and support individual wellness plans.
8. Refer human rights complaints and issues to Compliance Services.
9. Network with other advocates to promote recovery.
10. Facilitate mechanisms to maximize consumer input and involvement.
11. Solicit consumer feedback on services being provided through RTCSB.
12. Facilitate functions that provide information and promote community awareness of RTCSB wellness and recovery activities.
13. *Other job related duties 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. A bachelor's degree in a human service field is preferred with prior experience working with individuals with mental health concerns preferred.

The incumbent must have at entry level the following knowledge, skills and abilities:

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Knowledge of: The nature of serious mental illness in adults and mental illness with substance abuse; understanding and appreciation of the value of integrated care; general health and wellness principles; local community resources; Microsoft Office Suite including Word, Outlook and Excel; standard office practices and procedures; secretarial techniques; medical terminology; interview techniques; human rights regulations.

Skills in: Effective communication and listening; effective writing and verbal skills; problem solving; reception and secretarial techniques; math; use of office equipment; computers, keyboarding, and data entry; interpersonal skills.

Abilities to: Empathize with consumers of mental health, developmental disabilities, and substance use disorder services; assess and engage with consumers appropriately, 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; work as a team member, maintain effective inter- and intra-agency working relationships; 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



GRADE: 9

SCHEDULE: 40 hours per week

Position Description Updated: July 9, 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.

Signature

Name Printed

Date