

POSITION DESCRIPTION**SUPPORT STAFF IV**

Emergency Services
Center for Access and Case Management
Region Ten Community Services Board

CLASSIFICATION TITLE: Support Staff IV

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent assists clinicians in fulfilling the duties involved with the provision of Emergency Services (ES.) In fulfilling position duties the incumbent at times may find him/herself the only staff member on site, therefore a high level of professionalism and excellent attendance is necessary.

The incumbent reports to the Director III of ES and duties require proceeding alone under standard practices with referral of questionable situations to the supervisor or other clinical staff as identified. 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. *Provides phone triage for evening shift to assure consumer calls are being addressed in a prioritized way. May provide problem solving with consumer as first point of intervention.
2. *Provides required contacts and receives information for all entities related to the provision of ES, to include but not limited to local magistrate, doctors, hospital admission units, local law enforcement, on-call staff, etc.
3. *Researches previous documentation and relates information to ES clinician.
4. *Data collection and entry to maintain statistics related to grants and other projects.
5. *Documentation in EHR of activities as they relate to individual consumers.
6. *Assists with bed searches for individuals needing a Temporary Detention Order (TDO), including faxing and transmitting all required documentation for hospital admission determination.
7. *Provides general office coverage to include scanning and photocopying.
8. *Assists with obtaining needed authorizations for services.
9. *Updates consumer record with insurance, address, contact information.
10. *Exhibits a high level of professionalism when dealing with consumers, families, co-workers, and all community partners and service providers.
11. Other duties as directed by supervisor.

QUALIFICATIONS:

At least 2 years' experience in community mental health, and Bachelor's Degree preferred. The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: Electronic Health Record; internet skills; standard office practices and procedures; use of equipment to include telephone, copier, fax, calculator and keyboard; standard business English; spelling; community resources; problem solving skills; statewide public mental health system; resources and treatment options available for the various populations in this community; general principles of record keeping; intellectual and developmental disabilities, mental health diagnoses, alcohol/substance abuse issues, and behavioral health crises; and confidentiality as it relates to crisis situations. Incumbent will deal with civil commitment procedures including Emergency Custody Orders (ECO) and Temporary Detention Orders (TDO), transportation options, voluntary and involuntary hospitalizations, including different criteria for children, adults and geriatrics; statutes related to emergency services. Knowledge of relevant statutes and issues is preferred.

Skills in: Typing; gathering, inputting, and organizing data; professional level of communication with a diverse range of people; public relations; crisis intervention theory techniques over phone; providing emergency consultation in a professional manner to clients, family members, police, sheriffs, magistrates, judges, courts, admission staff, doctors, hospitals and other community agencies; and report writing.

Abilities with: Basic data analysis; efficient and professional clinical documentation.

SUPPORT STAFF IV

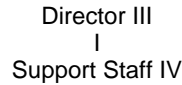
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ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

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

POSITION LOCATION: Region Ten Community Services Board
504 Old Lynchburg Road
Charlottesville, VA 22903-4420

POSITION ORGANIZATION CHART



GRADE: 8

SCHEDULE: Negotiable. Five-day a week schedule, will include some weekend days. Hours most likely between 6pm-2am, but will be discussed with supervisor. Some mornings and holidays required.

Position Description Updated: July 24, 2019

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, and abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date