

Position Description: Community Services Associate (CSA) III
Women's Center Residential SUD Treatment Center
Emergency Services and Short-Term Stabilization
Region Ten Community Service Board

General Statement of Responsibilities:

This is a FLSA non-exempt position. The incumbent provides assertive support services to clients experiencing significant substance abuse and mental health concerns at the Women's Center Residential Treatment Center. In this capacity, he/she is responsible for an array of direct supportive services to persons with primarily substance use disorder issues throughout the course of their treatment stay. Services will include monitoring, assessments of integration, social skill development, upholding agency policy and procedures, maintaining the therapeutic milieu. The incumbent utilizes his/her experiences as CSA to engage, motivate, and support ongoing recovery of Women's Center residents. Admits, monitors and documents services for individuals admitted to the center.

The incumbent reports to the Women's Center Director 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 essential functions of this job are starred below (*) under "Major duties."

Major Duties

1. *Works to complete the admission process for all new consumers.
2. *Responsible for ensuring clients are medically stable through use of UDS/BAC and vitals assessment, including CIWA as necessary.
3. *Ensuring all medications that are indicated have proper prescriptions (dose/times) and match specifically to current doctors' orders and ensure medications are not contraindicated.
4. *Responsible for any and all controlled medications that may be prescribed as part of detox protocol taper and/or pain management. Must be familiar with what constitutes a controlled medication as well as proper handling in accordance with federal, state, and agency guidelines.
5. *Orients new admissions to treatment program, completing all necessary admission paperwork accurately and completely maintaining HIPPA regulations along with Federal Confidentiality statute CFR -42.
6. *Meets with parents and/or loved ones at time of admission to discuss treatment expectations and outcomes and to answer any questions that may arise.
7. *Ensure the safety of the consumer and community by checking all personal belongings brought by new admissions fall within indicated guidelines.
8. *Assist with medication education, illness education, and medication management throughout the length of the consumers stay.
9. *Responsible for ensuring medications are available to client and maintain contact with medical providers for ongoing updates regarding refills and/or changes in prescribed medications.
10. *Arrange any necessary appointments for clients in regards to medical/medication needs and transport accordingly following protocol and policy outlined by Region Ten.
11. *Monitoring clients for overall safety and well-being during treatment stay. Be proficient in crisis evaluation and de-escalation. Understands the protocol for crisis situations.
12. *Participate in daily shift change meetings regarding community and consumer issues related to personal health, including physical, mental and emotional well-being. Discuss any observed changes and or issues that arise with clinical staff. Document observations and occurrences as indicated by Women's Center and Region Ten policy.
13. *Work collaboratively with client's clinician, case managers and other care providers when necessary to ensure continuum of care.
14. *Interface with outside referral agencies and contacts regarding services provided and ensuring open communication with those directly connected with consumer care.
15. *Assist Director and clinicians with new and potential client admissions through coordination with outside referral agencies and within Region Ten through contact with recovery support.
16. *Maintaining the necessary documentation and medical records in an accurate and timely fashion.

17. *Conduct emergency preparedness exercises in accordance with state and federal regulations. Document accordingly.
18. *Assist with the development of social and independent living skills through interactions that foster personal independence (cooking, cleaning, personal hygiene, budgeting, shopping) as well as linkage to community resources to ensure successful transition and return to the community.
19. Facilitate and conduct ancillary groups including WRAP, Auricular Detox, Recreation and Leisure, that help promote a therapeutic and recovery oriented environment
20. Acquires and maintains valid certification in First Aid, CPR. Medication administration, non-aversive behavior management and defensive driving in order to ensure the safe and efficient operation of the program.
21. Reads all agency communications (i.e. Ten, region Tens newsletter, email, etc.)
22. Performs other duties as assigned related to program requirements and the provision of substance abuse treatment services.

Qualifications:

Incumbent will have at least 1-3 years of experience in a related field. High School Diploma or equivalency required. A Bachelor's Degree in Human Services or related field (psychology, sociology, social work, criminal justice) is strongly preferred. To ensure the safe, efficient and continued 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 be able to perform CPR/First Aid intervention. Must have a strong commitment to the maintaining the therapeutic milieu. Incumbent must exhibit skills and competence to establish supportive trusting relationships with persons experiencing significant substance abuse and mental health concerns (including those individuals that have been exposed to trauma, incarceration, homelessness and have been disenfranchised overall. Must possess and promote respect for client rights and personal preferences in treatment as essential components to the therapeutic process. In addition, the incumbent must possess the following knowledge, skills, and abilities:

Knowledge of: the nature of substance abuse in adults and the recognition of co-occurring disorders.; treatment modalities and intervention techniques, such as behavior management, social skills training, supportive counseling, family education, crisis intervention, services coordination; medical issues related to detoxification, substance abuse symptomatology; continuum of mental health and symptomology of mental health concerns and mental illness, medications - side effects; different types of assessments, planning; consumers' rights; local community resources and service delivery systems, including support services (e.g., housing, financial, social welfare, dental, transportation, communication, recreation, legal/advocacy), eligibility criteria, intake processes, termination criteria, and general community resources (e.g., churches, clubs, self-help groups); types of mental health programs, services; effective oral, written and interpersonal communication principles and techniques; general principles of record documentation; the service planning process and major components of a service plan.

Skills in: interviewing; observing, recording and reporting on an individual's functioning (observation of medication effects, ADL's, community interactions and engagement); identifying and documenting a consumer's needs for resources, services and other support; using information from assessments, evaluations, observations and interviews to assist client in service planning; identifying services within the community and established service system to meet the individual's needs; interfacing consumers, family members, referral sources, and service providers; coordinating the provision of services by diverse public and private providers; identifying community resources and organizations; coordinating resources and activities; using assessment tools (CIWA, initial client self-assessment); providing client orientation, reviewing agency policy and procedures, conducting exit/completion of treatment form.

Abilities to: demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk taking, avoiding stereotypes and stigmatizations of clients, respecting consumers' and families' privacy, believing consumers are valuable members of society); be persistent and remain objective; work as a team member, maintaining effective inter- and intra-agency working relationships; work independently, performing position duties under general supervision; communicate effectively, verbally and in writing; drive defensively. Exhibit high degrees of organization, ability to multi-task, maintain professional decorum, and to work with an interdisciplinary team.

CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Direct Care Performance Evaluation Standards.

POSITION LOCATION:

Women's Center Residential SUD Treatment Center
90 Old Lynchburg Way
Charlottesville, VA 22902

POSITION ORGANIZATION CHART:

Director III, Women's Center
|
CSA III

GRADE: 8

SCHEDULE: 40 hours weekly; Variable Shifts; Some Evenings and Weekends may be needed

Position Description Updated: November 8, 2023

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