

**POSITION DESCRIPTION****COMMUNITY SERVICES ASSOCIATE**

MH Residential Services  
Center for Adult Rehabilitation Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: COMMUNITY SERVICES ASSOCIATE

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position in which the incumbent serves as a Community Services Associate at a Region Ten program for seriously mentally ill adults. The incumbent is responsible for developing and implementing self care skills training programs concerning individual clients (health and safety, personal care, activities of daily living, use of community resources). The incumbent will also assist clients with medication management, monitor health, nutrition and physical condition, provide assistance with personal care, ADLS and use of community resources. He/she is expected to attend team meetings, other professional meetings and represent the program to the community as needed.

The Community Services Associate reports to the Director for the schedule and assignment of work duties. He/she is monitored, trained and supervised in the performance of his/her tasks by the Director and/or Program Manager II. He/she is expected to perform duties as specified and according to the policies of Region Ten Community Services Board, as well as those of the DBHDS office.

The essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Assessing needs and planning services, evaluating individual strengths and needs, evaluating the appropriateness of and need for various community mental health services, developing individual service plans, and monitoring and evaluating client status.
2. \*Training in or reinforcement of functional skills and appropriate behavior related to clients' health and safety, activities of daily living, and use of community resources.
3. \*Assisting with medication education, illness education and medication management.
4. \*Monitoring of clients' health, nutrition and physical health care conditions.
5. \*Working collaboratively with clients' care managers and other care providers.
6. \*Linking the individual directly to services and supports specified in the individual service plan.
7. \*Assisting the individual directly for the purpose of locating, obtaining and effectively using community resources, including educating and monitoring information and support to family members, and providing or arranging for transportation for individuals or their family members to access services.
8. \*Enhancing community adjustment and integration by developing services or supports which increase opportunities for community access and involvement, including developing community living skills, civic and recreational services.
9. \*Making collateral contacts with the individual's significant others (e.g. parents, friends, and siblings) to promote implementation of the service plan and optimal community adjustment.
10. \*Maintaining necessary casework records to document the provision of Mental Health Support Services for Medicaid reimbursement.
11. \*Attending in-service training and staff development programs to enhance mental health services.
12. \*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.
13. \*Reads all agency communication (i.e., Ten, Region Ten's newsletter, e-mail, etc.).
14. Performs other duties as assigned related to program requirements and the provision of Mental Health Support Services.

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. These must be documented or observable in the application form of supporting documentation or in the interview (with appropriate documentation). Must have high school degree, certification as QMHP-Eligible (Qualified Mental Health Professional - Eligible) or QMHP, preferred. In addition, the incumbent must have at entry level the following knowledge, skills and abilities:

Knowledge of: the nature of serious mental illness in adults and mental illness with chemical abuse; treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning and services coordination; medical issues related to mental illness; substance abuse symptomatology; 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 and intake processes, termination criteria and intake processes, and

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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, i.e., alcohol and abuse); identifying and documenting a consumer's needs for resources, services and other support; using information from assessments, evaluations, observations and interviews to develop service plans; identifying services within the community and established service system to meet the individual's needs; formulating, writing and implementing individualized service plans to promote goal attainment for seriously mentally ill and emotionally disturbed persons; negotiating with consumers 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 (e.g., level of functional scale, life profile scale); non-punitive behavior; providing consultation.

Abilities to: demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk taking, avoiding stereotypes of mentally ill people, 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.

#### DIRECT CARE PERFORMANCE EVALUATION STANDARDS:

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

#### POSITION LOCATION:

MH Residences  
Carlton Road, Nunley Street and/or Cedar Hill  
Charlottesville, Virginia 22903

#### POSITION ORGANIZATION CHART

Director  
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Community Services Associate

GRADE: 8

SCHEDULE: Varies based on program needs; occasional phone calls at home when clients are involved in emergency situations

Position Description Updated:, June 29, 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.

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Signature

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Name Printed

\_\_\_\_\_  
Date