

POSITION DESCRIPTION

POSITION CLASSIFICATION: Hourly (Client Support Services)

POSITION TITLE: MH/SA Community Support Worker

General Statement of Responsibilities

This position will be supervised by the MH/SA Community Services Supervisor and will provide independent living skills training, medication monitoring, emergency response and crisis stabilization services to adults with mental health/substance abuse diagnoses residing independently in Powhatan and Goochland Counties. This position requires that incumbent is directly engaged in delivering services to consumers no less than 80% of time. This staff will communicate effectively with other GPCS staff and consumer, will exercise sound judgment, and will demonstrate initiative and maintain confidentiality. This position does not provide benefits.

Major Duties and Responsibilities:

- Provide independent living skills training to consumers including but not limited to budgeting, personal hygiene, household cleanliness.
- Assist with medication management and monitoring of health, safety and physical condition of the consumers.
- Assist clients in crisis and general client assistance as needed.
- Monitor physical environment for safety and report any problems.
- Identify mental health emergencies and respond appropriately.
- Identify health/safety emergencies and respond appropriately;
- Arrange for a response to a consumer's crisis or emergency immediately.
- Model appropriate behavior in the community which is not threatening or harmful to the consumer.
- Maintain accurate documentation on a daily basis including but not limited to: service tickets, medication compliance forms, vehicle use record, time sheet, expense report, client financial statements and receipts.
- Communicate effectively through daily log notes.
- Perform other duties as assigned in keeping with established policy and procedures.

Position Location : Goochland and Powhatan, Virginia

Qualifications

- Bachelors or Associate degree in a mental health related field preferred.
- A minimum of one year of experience working with persons diagnosed with a Mental Illness or Mental Retardation.
- Valid Virginia driver's license.

Knowledge of:

- Characteristics, signs and symptoms of mental illness and mental illness with chemical abuse
- Mental Health/Substance Abuse Issues
- Principle of normalization
- Confidentiality requirements
- Fire Safety procedures
- Crisis prevention and management
- Diffusing and managing aggression
- Psychotropic medications

Skills In:

- Effective Communication (oral and written)
- Recordkeeping

Abilities to:

- De-escalate and manage people in crisis situations
- Establish and maintain good rapport with Consumers, Families, Co-workers and Tenants
- Work independently, be self motivated, make emergency judgements and maintain confidentiality
- Assess crisis and non crisis situations and respond appropriately
- Maintain confidentiality of consumer information
- Exercise sound judgment
- Maintain professional boundaries

ORGANIZATIONAL CHART

EXECUTIVE DIRECTOR

CASE MANAGEMENT AND RESIDENTIAL SERVICES DIRECTOR

MH/SA COMMUNITY SUPORT SERVICES SUPERVISOR

MH/SA COMMUNITY SUPPORT WORKER

INCUMBENT

DATE

MH/SA COMMUNITY SUPORT SERVICES SUPERVISOR

DATE

CASE MANAGEMENT AND RESIDENTIAL SERVICES DIRECTOR

DATE

EXECUTIVE DIRECTOR

DATE