



BEHAVIORAL HEALTH SPECIALIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

FLSA STATUS: Non-Exempt

DEFINITION:

Under general supervision, provides a variety of rehabilitative support services to clients to facilitate behavior modification, skill building, and self-care and safety in individual and/or group settings; demonstrates and coaches clients to promote and reinforce the use of effective coping strategies and techniques based on individual needs and treatment plans; performs outreach and provides linkages and referrals to a variety of behavioral health, community, and social services, resources, and systems of care; encourages full client engagement in services to promote wellness and recovery; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS:

This journey-level classification is responsible for independently performing specialized rehabilitative support duties to facilitate behavior modification in support of client goals, wellness, and recovery. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Behavioral Health Specialist in that the latter provides technical and functional direction over lower-level staff.

EXAMPLES OF ESSENTIAL DUTIES: Essential duties include, but are not limited to, the following:

- Provides individual, group, family, and collateral rehabilitative support services to facilitate behavior modification including skill building, needs assessment, self-care/safety, and coping strategies and techniques; may provide case management services in the office and in the field.
- Develops, monitors, and evaluates client rehabilitative and case management goals and increases/decreases in targeted behavior according to client needs; monitors goal progress/regression.

- Provides linkages, resources, and referrals to address basic needs and other barriers to wellness and recovery including food, housing, clothing, transportation, and other financial resources.
- Encourages and supports clients to fully engage in services; provides outreach and assists clients in addressing and overcoming barriers to treatment.
- Plans and facilitates and/or co-facilitates group sessions for clients and community members focused on skill building; tracks client attendance and follows-up with individual clients, as necessary.
- Provides advocacy for clients to ensure inclusion in all aspects of the community including socialization, employment, education, and housing to meet client needs.
- Participates as a member of multidisciplinary treatment teams; addresses client goals, barriers, progress, and other relevant information to enhance treatment services; assists and supports clients in maintaining cooperative and effective relationships with treatment teams.
- Attends and participates in a variety of meetings, trainings, utilization and peer review activities, and other functions involving supervision, case consultation and public information and education.
- Maintains accurate, detailed, and thorough documentation, case records, and notes of all billable and non-billable activities and services related to client care; completes necessary documentation for billing purposes.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Performs crisis intervention counseling within scope; assists professional staff in coordinating or arranging for the provision of appropriate care services.
- Performs a variety of office administrative and clerical duties in support of assigned program/function, as necessary.
- Provides transportation to clients as necessary or as assigned.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS:

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. Incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education and Experience

Education:

- Equivalent to an associate degree from an accredited college with major coursework in psychology, sociology, social work, criminal justice, or related field.

Experience:

- Two (2) years of experience providing behavioral modification, physical restoration, social adjustment, or vocational adjustment services to clients in a behavioral health setting.

Licenses and Certifications

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

Knowledge of:

- Social, emotional, and behavioral aspects of behavioral health disorders and illness.
- Rehabilitative support services utilized to facilitate behavior modification.
- Behavioral health care systems and services.
- Principles and practices of direct client service delivery.
- Principles and practices of case management for behavioral health clients, including client charting and process documentation.
- Principles of crisis intervention.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide, teach, and model effective rehabilitative services/skills to facilitate behavior modification.
- Conduct individual, group, family, and collateral skill building sessions.
- Monitor the progress of clients toward established goals.
- Assist clients in identifying and addressing barriers to treatment.
- Interpret Authority programs and policies to clients, the general public, and outside agencies/organizations.
- Establish and maintain the confidence of clients and family/caregivers from diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Effectively manage a caseload.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.

- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS (ADA)

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 15 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.