



MENTAL HEALTH WORKER I and II

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 supervision, assists professional staff members engaged in planning, developing, evaluating, and providing mental health support services to individuals and groups; provide services in the development and implementation of rehabilitation and vocational programs; ensure participants and family members have all the information needed to make well-informed health care decisions; provide linkage to other resources and services; and coordinate a continuum of care for groups of participants . Perform other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Incumbents of this class receive general supervision and direction from professional clinicians; work as part of a multidisciplinary team and perform a variety of supportive services such as interacting with participants concerning mental health or social service matters, answering questions and providing information regarding available mental health/social services and potential financial resources, and providing other support and assistance as appropriate.

Incumbents in this series may reasonably expect to advance through the series upon meeting the minimum qualifications, and on a merit basis, subject to the recommendation of their supervisor, and budget authority. Advancement is not automatic. Based on assigned duties, organizational structure, demonstrated level of proficiency/work performance, and budgetary authorization, a position may remain at the Mental Health Worker I level indefinitely.

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

- Assist licensed professional staff in planning; and implementing specific groups under supervision.
- Manage and maintain a group caseload, to include meeting with participants one on one, handling a specialized program area.
- Coordinate and communicate relevant information about participants to immediate supervisors to enhance support services.
- Help participants through group and individual modalities obtain solutions to problems of employment, housing, and education where these problems are disruptive to their mental health; and make full use of community resources to help with participant rehabilitation; assist the participant and family/caregivers in filing for and obtaining various kinds of assistance such as financial, housing, or legal.

- Develop lines of communication between the Agency and the community and/or school by explaining mental health programs and convey community cultural patterns and attitudes to professional staff.
- Work with agency staff in formulating mental health programs to meet the needs of the community conducting groups on mental health for community groups, homes, and schools.
- Help plan and facilitate support groups for participants and families/caregivers at a variety of formal and informal settings.
- Provide short-term crisis intervention in which only the immediate problem is dealt with and the underlying factors are not addressed; initiate immediate action in case of emergency problems and expedite pertinent information to immediate supervisors.
- Work with psychiatric emergency teams as needed.
- Responsible for non-billable activities such as non-clinical outreach caseload, group development, implementation and follow-up.
- Maintain and disseminate medical records and reports in compliance with federal, State, and Agency regulations, including Health Insurance Portability and Accountability Act (HIPAA) and The Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“HITECH Act”).
- Submit required information on a timely basis.
- Will facilitate groups in all phases of mental health services with non-English speaking clients.
- Transport clients to appointments and outside facilities as necessary or assigned.
- Provide center tours to first time visitors.
- Perform janitorial and reception duties as assigned.

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, Training, and Experience:

Mental Health Worker I: Training and experience equivalent to two years of work which would provide insight into individual or group problems such as psychiatric illness, delinquency, alcoholism, drug abuse, old age, or domestic relations and their effect on mental health.

Mental Health Worker II: Bachelor’s degree in a behavioral science field such as psychology, counseling, or social work, and two years of paid full-time experience working with mental health participants .

Language Skills:

Bilingual fluency in English/Spanish strongly preferred.

Licensure/Registration/Certification:

None required.

Knowledge of:

- Principles and techniques of interviewing.
- Laws, rules, and regulations relevant to the treatment of mental illness and drug and alcohol addiction and/or abuse.
- Effects of drugs and chemical substances on human behavior.
- Principles and practices of group dynamics.
- Community organizations and lines of communication in a specific area.
- Principles and techniques of case management.
- Techniques of crisis intervention.
- Available community resources and sources of referral.
- Principles and practices of record keeping.
- Standard office equipment.

Skill to:

- Operate a computer and utilize a variety of software programs.

Ability to:

- Elicit sensitive information from clients through the use of a personal interview and make systematic and concise recording of such data.
- Assist clients in identifying and correcting inappropriate behavior.
- Identify existing community-based services and recommend and assist in the establishment of new services.
- Understand and apply Agency program services and policies.
- Interpret Agency programs and policies to participants, the general public, and outside agencies/organizations.
- Prepare and maintain concise and accurate records of client activities.
- Communicate clearly, both verbally and in writing.
- Understand and follow verbal and written instructions.
- Establish and maintain effective professional relationships with participants, families, physicians, social agencies, and others.
- Work effectively with professional and other staff members in carrying out the work of the supports team.
- Establish and maintain the confidence of participants and family/caregivers with diverse cultural, ethnic, and socio-economic backgrounds.

- Operate standard office equipment and a computer and utilize a variety of software programs.
- Maintain confidentiality of participant information.

Special Requirements:

- Possess a current valid *Class C* California Driver License, a satisfactory driving record and meet the Agency's vehicle insurance standards.
- 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.

ESSENTIAL JOB FUNCTIONS:

The position requires prolonged sitting, reaching, twisting, turning, bending, stooping, lifting, and carrying paper and documents weighing up to 15 pounds in the performance of daily activities; body mobility to move from one work area to another, and operate a vehicle; grasping, repetitive hand movement and fine coordination in typing, filing, recording information, preparing records and reports, data entry, using a computer keyboard and office equipment; vision sufficient to observe activities, reading correspondence and reports, statistical data, and using a computer; and communicating with others on the phone, in person, and in meetings.