



<b>WORKING TITLE:</b> MENTAL HEALTH ASSOCIATE	<b>CLASSIFICATION:</b> HUMAN SERVICES ASSOCIATE
<b>DEPARTMENT:</b> HEALTH AND HUMAN SERVICES	<b>DIVISION:</b> ENHANCED RESIDENTIAL & OUTREACH
<b>PAY RANGE:</b> OPEU 14	<b>FLSA CATEGORY:</b> NON-EXEMPT
<b>PHYSICAL REQUIREMENTS:</b> ATTACHED	<b>WORKERS COMP CODE:</b> 8832
<b>PPE:</b> PER WORK LOCATION	<b>REVISION DATE:</b> JUNE 2020

**JOB DESCRIPTION**

Enhanced Residential & Outreach Services (ERO) provides individualized, person-centered behavioral health services and supports to individuals with disabilities who meet specific eligibility criteria in specialized settings. ERO also offers consultation and training for service providers and community members. ERO includes the Enhanced Care Facility (ECF), Residential Treatment Facility (RTF), Enhanced Care Outreach Services (ECOS), Behavior Support Services (BSS), Pre-Admission Screening Resident Review (PASRR), Older Adult Behavioral Health Services (OABHS), and Outreach, Assistive Services & Integrated Supports (OASIS). Qualified Mental Health Associates (QMHA)s work at the ECF, RTF, and in the ECOS program, performing a variety of services & tasks. General duties for this classification as well as responsibilities specific to QMHA)s at the ERO programs are detailed below.

***GENERAL STATEMENT OF DUTIES:***

- Leads recreational, social, and/or occupational activity programs.
- Participates in staff or case conferences with other disciplines regarding evaluation and treatment planning for clients.
- Assists in program evaluation and research activities.
- Prepares statistics and other administrative reports as required.
- Serves as expediter and/or link between clients and/or other needed services.
- Performs limited evaluations of clients and families with problems of a less complex nature.
- Provides individual support to clients and/or families on a selective basis.
- Serves as the primary therapist in selected group activities.
- Prepares treatment plans and annotates daily progress as required by administrative rule.
- Works with community caretakers regarding more complex problems of clients.
- Trains volunteers and coordinates the volunteer program.
- Promotes and assists development of new programs and resources in the community.
- Provides intensive treatment structure and support for children and adults.

***SUPERVISION RECEIVED:***

Works under supervision of a Human Services Specialist, Program Supervisor, or Program Manager.

***SUPERVISION EXERCISED:***

Supervision is not a usual responsibility of this position.

**DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:**

**Mental Health Associate – ECF/RTF**

- Participates as part of team in development of the monthly activity/programming calendar.
- Plans and structures groups/activities/outings & performs necessary prep work.
- Assists individuals with getting ready for activities (which may include help with dressing/hygiene/grooming, ensuring they have adequate funds for outings, talking about appropriate behavior in the community, planning, encouragement, etc.)
- Drives the program van/car and transports residents safely.
- Assists ambulatory residents and those with mobility issues who may be at risk for falls.
- Assists individuals who use walkers and/or are in wheelchairs. (This may require some physical assistance and support.)
- Carries out all details of planned services/activities, including; advising participants of plans/expectations, providing instructions/guidance/support, assisting with purchases, providing reminders about appropriate behaviors, facilitating conversations, etc.
- Ensures the safety of residents at the facility and while out in the community.
- Maintains familiarity with each individual's assessment, treatment plan, and behavior support & service plan(s) for ongoing provision of appropriate/effective approaches & interventions and to ensure 1:1/group services continue to serve therapeutic function.
- Assists with milieu support and with monitoring mealtimes at the ECF/RTF to ensure client safety & comfort.
- Provides 1:1 interactions with individuals as needed to allow time to express feelings/concerns, offer support & reassurance, and help resolve issues while applying a person-centered approach.
- Assists residents with various tasks and provides skills training & support at the program and during 1:1 outings in the community (i.e., organizing personal space, ADL assistance, shopping, money management, arranging non-medical appointments, making needs known, negotiating/mediating with care staff, exploring needed resources, etc.)
- Helps with ongoing behavioral intervention/support at the ECF/RTF including assisting care staff with difficult situations, employing preventative measures, adjusting environmental factors, and monitoring/supervising residents.
- Provides input in the development of behavioral health treatment plans, behavior support plans, and facility service plans as requested.
- Participates in Positive Behavior Support activities (i.e., functional assessments, behavior support plan development, training, etc.) at the ECF/RTF as needed.
- Participates in the development of independent community access plans for clients. Assists residents with independent outings as needed (checking out/in, discussing parameters, etc.)
- Communicates current resident issues to other MH staff and provides ongoing consultation and training to ECF/RTF care staff on how to work effectively with individuals.

- Assists individuals with exploring opportunities for community service or vocational programs as desired/appropriate.
- Helps foster additional support systems for ECF/RTF residents.
- Enters all individual services provided in electronic health record.
- Documents services provided in daily individual service notes in electronic health record.
- Completes weekly summaries for assigned residents (within expected timeframes).
- Participates in monthly mental health staff meetings/group supervision. Actively contributes, maintains openness to learning, and provides & accepts input/ideas.
- Participates in 1:1 clinical supervision with Program Coordinator (at least 1 hour/month).
- Participates in daily team meetings to review current resident issues and coordinate services/care.
- Ensures adequate/required coverage by mental health staff is provided at the program.
- Maintains accurate records of program petty cash and submits to accounting staff for processing, as assigned.
- Ensures resident financial account logs are accurate & updated regularly.
- Participates in treatment team meetings & scheduled in-service trainings as appropriate.
- Attends outside meetings and trainings as appropriate/requested.
- Seeks out and participates in trainings and continuing education to improve job related knowledge/skill, and to ensure ongoing eligibility for credentialing on the state QMHA registry.
- Assists with training new employees and interns at the program as directed.
- Provides MH in-service training to provider staff as assigned.
- Maintains ongoing evaluation of the effectiveness of programming so appropriate changes can be implemented and the quality of services is constantly improving.
- Conducts self in accordance with Yamhill County policies & procedures and guidelines contained in the employee handbook.
- Other duties as assigned by ECF or RTF Coordinator, Program Supervisor, or Program Manager.

### **Mental Health Associate – ECOS**

- Provides 1:1 services to eligible individuals in nursing facilities, residential care facilities, adult foster homes and/or assisted living facilities. During these visits, QMHA allows clients time to express feelings/concerns, offers support & reassurance, and helps resolve issues while applying a person-centered approach.
- Provides individual skills training outings in the community.
- Arranges for group skills training opportunities for ECOS individuals as desired/requested/appropriate.
- Assists individuals with money management, arranging non-medical appointments, making needs known, communicating with facility provider staff, exploring needed resources, etc.
- Drives program car/van and transports residents safely.
- Assists ambulatory residents and those with mobility issues who may be at risk for falls.
- Assists individuals who use walkers and/or are in wheelchairs. (This may require some physical assistance and support.)
- Ensures the physical safety of clients while out in the community.

- Maintains familiarity with each individual's assessment, treatment plan, behavior support plan, (and any service plans or behavior plans developed by the provider if relevant) for ongoing provision of appropriate/effective approaches & interventions and to ensure interactions continue to serve therapeutic function.
- Assists individuals with exploring opportunities for community service or vocational programs as desired/appropriate.
- Helps foster additional support systems for ECOS individuals.
- Educates provider staff about individuals' ongoing behavioral intervention/support needs (including employing preventative measures, adjusting environmental factors, etc.) using person-centered philosophy/approach.
- Communicates resident issues to ECOS Coordinator/QMHP (and Consulting LMP as needed) and problem-solve situations collaboratively as they arise.
- Documents services provided on progress notes and service tickets in electronic medical record. Service notes must meet all applicable rules/standards and be completed within expected timeframes.
- Provides input in the development of behavioral health treatment plans, behavior support plans, and other relevant plans/documents as requested.
- Participates in individual and group clinical supervision with designated supervisor(s) monthly. Actively contributes, maintains openness to learning, and provides & accepts input/ideas.
- Works with ECOS Coordinator/QMHP to arrange coverage when planning to be out or when not able to complete scheduled ECOS visits for any reason.
- Participates in quarterly treatment team meetings and scheduled in-service trainings as appropriate.
- Assists with training new employees and interns as directed.
- Provides MH in-service training to facility provider staff as assigned.
- Maintains ongoing evaluation of the effectiveness of programming so appropriate changes can be implemented and the quality of services is constantly improving.
- Conducts self in accordance with Yamhill County policies & procedures and guidelines contained in the employee handbook.
- Other duties as assigned by ECOS Coordinator, Program Supervisor, or Program Manager.

### **JOB SPECIFICATION**

#### **KNOWLEDGE OF:**

- General mental health, developmental disability and chemical dependency concepts.
- Social structure, agency functioning, and individual differences in people.
- Confidentiality rules, especially those specific to program area.
- Policies, rules, and regulations for program.

#### **SKILL IN:**

- Working with persons with developmental and psychiatric disabilities, and alcohol and drug abuse clients.
- Maintaining confidentiality.

**ABILITY TO:**

- Work harmoniously with peers and professionals in various disciplines and to meet and work with other professional and nonprofessional people in the community.
- Understand the needs of disadvantaged individuals and to gain the interest, respect, and cooperation of others.
- Profit from in-service training activities.
- Write concisely and to prepare meaningful reports.
- Maintain updated case records.
- Maintain confidential communications and protect confidentiality of records.
- Attend work as scheduled and/or required.

**MINIMUM EXPERIENCE AND TRAINING:**

Bachelor's degree in human services related field; or a combination of at least one years' work experience and two years' post-secondary education; or a high school diploma/GED and three years' work experience in human services are required. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work may substitute for the above.

Must meet eligibility to become credentialed as a QMHA through the Mental Health and Addiction Certification Board of Oregon (MHACBO).

**OTHER REQUIREMENTS:**

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

May be subject to successful completion of a background check.

**WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

*The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job*

*description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.*

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*