



WORKING TITLE: PROGRAM COORDINATOR/QMHP	CLASSIFICATION: HUMAN SERVICES SPECIALIST II
DEPARTMENT: HEALTH AND HUMAN SERVICES	DIVISION: ENHANCED RESIDENTIAL/OUTREACH
PAY RANGE: OPEU 20	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8835
PPE: PER WORK LOCATION	REVISION DATE: JANUARY 2020

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Provides direct treatment management of assigned clients in the Enhanced Care Facility (ECF), Enhanced Care Outreach Services (ECOS), and/or the Residential Treatment Facility (RTF). Participates in assessment, diagnosis, and treatment planning. Provides person-centered therapy and consultation. Participates in community research and program planning in assigned program service area. Offers behavioral health training and education to community agencies. Makes and receives referrals to/from other local and state agencies and facilities and coordinates services with other community and state resources. Oversees behavioral health programming and provides clinical supervision to program staff.

SUPERVISION RECEIVED:

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

SUPERVISION EXERCISED:

May provide some supervision and training to other staff or students.

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:

- Performs the duties of a Human Services Specialist I.
- Interviews clients, parents, petitioners, and collateral contacts in preparing social histories and accumulating pertinent information for further diagnostic purposes.
- Recommends to the court, law enforcement agencies, and other social and health facilities disposition or management of problems involving substance use disorder or people with emotional, or developmental disabilities.
- Provides primary counseling and case management for direct services in substance use disorder; family and child guidance counseling; marriage counseling; counseling for mentally ill children and adults; and for formerly institutionalized clients upon their return to the community.
- Provides crisis and assessment services as needed.
- Makes determination regarding filing for court commitment of individuals with alleged

mental illness or developmental disabilities, individuals with alcohol and/or drug addictions, individuals and/or families with emotional problems in connection with acute and chronic physical handicaps and illnesses; 24 hour emergency services to persons who are a danger to themselves or others or who have overdosed on alcohol or other drugs.

- Receives training and provides Director's designee services as required.
- Participates in behavioral health consultation to schools, juvenile department counselors, vocational counselors, community health nurses, law enforcement agencies, nursing homes, hospitals, and other community agencies or professional persons serving mentally and emotionally disturbed, developmentally disabled, and alcohol/drug abuse clients.
- Provides in-service training programs for other professional persons or facility staff who work with mentally and emotionally disturbed, developmentally disabled, or alcohol and drug abuse persons.
- Provides clinical supervision of QMHP, QMHA or CADC student interns and certified recovery mentors in accordance with Oregon Administrative Rules, licensing boards and County policy, as necessary.
- Assists in program evaluation and research activities.
- Provides behavioral health education and information to promote public interest and advocacy for services for people who are chemically dependent, and who have psychiatric, emotional and developmental disabilities.
- Maintains current records of treatment as required.
- Prepares necessary reports; performs other administrative tasks required by the program supervisor.
- Performs other duties as assigned.

SPECIFIC RESPONSIBILITIES:

- Conducts initial and updated/annual mental health assessments & collaboratively develops treatment plans with ECF, RTF and/or ECOS residents within expected timeframes and in accordance with best practices, OARs and YCHHS policies/guidelines.
- Serves as ECF, RTF and/or ECOS primary therapist, providing and documenting therapy/counseling to each program resident as appropriate per their treatment plan.
- Offers regular 1:1 sessions to concentrate on individual goals and monitors status/progress toward those goals as well as focusing on any other issues relevant to treatment/services.
- Provides additional sessions with residents as needed to address any issues of concern.
- Documents services appropriately (per YCHHS policies/guidelines on documentation timeliness and documentation quality standards) in progress/service notes in electronic health record.
- Provides & documents ongoing consultation with families, guardians, provider staff, staff from other agencies/facilities, etc. to ensure coordination of care/services so client needs continue to be met/addressed.
- Serves as PASRR Level II evaluator for residents and/or applicants of Medicaid licensed nursing facilities in Yamhill County who have indicators of mental illness, as necessary.
- Develops individual behavior support plans and participates in the development/review of each resident's facility service plan as needed/requested, updating according to established schedule.

- Provides ongoing behavioral intervention/support at the program including assisting care staff with difficult situations, employing preventative measures, adjusting environmental factors, and supervising residents as appropriate.
- Maintains valid CPI Nonviolent Crisis Intervention certification (or equivalent).
- Communicates regularly regarding current resident issues to other staff and provides ongoing consultation and training to ECF/RTF/ECOS care staff on how to work effectively with individuals (including effective person-centered approaches & behavioral interventions).
- Acts as liaison and coordinates with other community providers/agencies as needed to assist residents with communication and/or arrange for services.
- Arranges for acute psychiatric hospitalization for ECF/RTF/ECOS residents as needed.
- Communicates with other individuals & agencies (guardian/family, hospitals, YCHHS CAT Team and/or Commitment staff, regional coordinator, police, transport personnel, etc.) to ensure client receives necessary care/treatment.
- Completes all associated paperwork/forms (including Directors Custody if authorized and necessary).
- Maintains communication with hospital staff while resident is hospitalized to track progress and develop aftercare plans.
- Receives referrals for potential ECF/RTF/ECOS residents.
- Review & distributes information/packet for discussion with treatment team.
- Performs both onsite and offsite screenings.
- Coordinates with provider administrative staff to discuss program's ability to serve individual being screened; participates in decisions regarding acceptance/denial and communicates outcome to appropriate involved parties.
- Coordinates admission to ECF/RTF program and/or to ECOS services.
- Communicates with hospital social workers and/or representatives from referring agency to arrange admission date/time and ensure everything is in place (i.e., appropriate records/updates are received, Medicaid/financial status is verified, etc.) to assure smooth transition.
- Completes applicable initial/intake paperwork (i.e., Consent to Treat, Fee Agreement, Information Forms/Packets, Release of Information, Prior Authorization Request, Data Base form, etc.) upon or prior to admission and assist individuals/guardians with understanding & completing their portions of these documents.
- Works with ECF/RTF/ECOS clients on transition/discharge planning (including exploring appropriate placement options, arranging for follow-up services, coordinating transfer with resident/family/APD/ENCC/PSRB/receiving facility, etc.).
- Completes applicable service conclusion documentation (i.e., service conclusion summary, Data Base form, etc.) and distributes copies as appropriate.
- Follows-up with resident and receiving provider(s) to ensure successful transition.
- Facilitates/coordinates interdisciplinary treatment team meetings (weekly for ECF/RTF, quarterly for ECOS) to review residents, provide updates, and develop plans collaboratively with the team.
- Documents relevant information from treatment team meetings in client records.
- Participates in informal team meetings (with Administrator, RN, facility care staff, other mental health staff, etc.) to review program issues and coordinate care for residents.

- Provides for, or arranges, quarterly mental health in-service trainings for provider/care staff (to enhance knowledge/skill related to mental health topics & specific resident needs).
- Assists with program development including ongoing evaluation of the effectiveness of day-to-day programming (so appropriate changes can be implemented, and the quality of services is continuously improving).
- Provides support and supervision to Behavior Support Services (BSS) program/staff, as necessary.
- Oversees services provided by QMHAs to program residents to ensure individuals are receiving appropriate/effective services and program staff are meeting expectations.
- Signs off on QMHA documentation as required.
- Provides back-up coverage for QMHA services as needed.
- Provides and documents at least 1 hour of face-to-face individual clinical supervision (or proportional amount for part-time staff) with each assigned QMHA every month to assist them with increasing their skills, improving quality of services to individuals, and monitoring compliance with policies and procedures.
- Ensures each program QMHA receives at least two hours (or proportional amount for part-time staff) of clinical supervision monthly (generally 1 hour of individual and 1 hour of group supervision).
- Participates in monthly group supervision & regular MH team meetings.
- Participates in at least 2 hours of clinical supervision monthly. At least 1 hour per month must be individual (face-to-face) clinical supervision with the Program Manager.
- Completes monthly QMHP summaries/reviews for ECF/RTF residents (within 60 days from the end of the month being reviewed).
- Completes and submits required reports (i.e., monthly ECS Census Reports to Statewide Coordinator, monthly PSRB monitoring & supervision reports for individuals under jurisdiction of Psychiatric Security Review Board).
- Provides after-hours pager coverage as needed/scheduled.

JOB SPECIFICATION

KNOWLEDGE OF:

- Techniques of community mental health, developmental disabilities and substance use disorder services and relationship of mental health/substance use disorder disciplines to the field of community mental health.

SKILL IN:

- Interacting with mentally ill, developmentally disabled, and alcohol/drug addicted persons.
- General keyboarding and computers.
- Microsoft Windows environment inclusive of using Word, record keeping programs, general keyboarding, and other computer skills.
- Communicating effectively, both orally and in writing.

ABILITY TO:

- Understand the behavior of people under stress.
- Develop cooperative relationships with clients, their families, and the community.
- Maintain relationships with physicians, law enforcement agencies, the courts, public and private administrators, and the community in general.
- Interpret community mental health and substance use disorder services.
- Prepare concise and complete client treatment and progress records.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

A master's degree from an accredited school in social work, clinical psychology, psychiatric nursing, or a related field, AND one year of experience as a Human Services Specialist I are required. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work may substitute for the above.

Must qualify as QMHP, CADC, or QMRP to work in respective fields. May require licensing.

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.

Will be subject to successful completion of a background check.

Must have an NPI number or be able to obtain one upon employment. Must not be excluded from participation in federal health care or federally funded programs that provide health benefits and must not be excluded from participation in federal procurement (Federal Acquisition Regulation) and non-procurement activities (Executive Order No. 12549).

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. Work may also involve travel to clients' homes and to off-site meetings. Frequent interruptions may be encountered 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 regularly and 30 pounds occasionally.

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.