

## **JOB DESCRIPTION**

**Job Title:** Community Support Counselor (CSC)  
**Program:** South Side Office of Concern, Clinical Services  
**Reports to:** Clinical Director  
**Employment Status:** Full time  
**Manages the following positions:** None  
**FLSA Status:** Non-Exempt

### **PURPOSE OF THE POSITION:**

The Community Mental Health Worker is responsible for administering and delivering mental health services, case management, and linkage to community resources to consumer individuals and families while supporting the agency's mission, philosophy, and values by exhibiting excellence and competence, collaboration, innovation, respect, personalization, commitment to the communities and persons served, and accountability and ownership.

### **SCOPE OF DUTIES AND RESPONSIBILITIES:**

- 1. Provide screening and assessment to ensure consumer access to necessary and culturally appropriate services while ensuring that SSOC policies and systems governing screening and assessment are implemented and evaluated. This position facilitates alignment of the mission of the agency across many levels. This includes, but is not limited to:*
  - Use SSOC criteria and screening tools to determine if consumer should be screened for SSOC mental health and/or housing services and report screening results to appropriate staff.
  - Articulate screening, admission, and program criteria to consumers, external referral sources, family members, etc., to ensure understanding of screening, admission, and program decisions.
  - Comply with confidentiality regulations and obtain consent from the consumer.
  - Determine if consumer should proceed to assessment based on established SSOC screening and admission criteria.
  - Based on clinical experience and knowledge, work with consumer in one-on-one sessions to complete/develop a mental health assessment and individual treatment plan which will guide consumers to improved mental and physical health, self-sufficiency and transition into stable housing.
  - Review and interpret clinical and other relevant information to determine ancillary service needs (i.e. substance abuse treatment, mental health services, employment readiness services) and refer consumer to community agencies and culturally appropriate resources.

2. *Provide mental health services, case management, and community support to consumer individuals, families, and groups for South Side Office of Concern. This includes but is not limited to:*

- Maintain confidentiality of records relating to clients' treatment.
- Encourage clients to express their feelings and discuss what is happening in their lives, and help them to develop insight into themselves and their relationships.
- Engage consumers in culturally appropriate services, activities, education, and or employment to increase their self-sufficiency and their quality of life.
- Provide representative payee ship services, including receiving and budgeting benefit payments paying consumer's bills in a timely manner.
- Guide clients in the development of life skills and strategies for dealing with and coping with their problems.
- Prepare and maintain all required treatment records and documentation in compliance with Rule 132, DMH, HUD, and SSOC documentation requirements.
- Counsel clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes.
- Conduct groups as necessary focusing on issues of behavior change and transition and/or maintenance in stable housing.
- Act as client advocates in order to coordinate required services or to resolve emergency problems in crisis situations.
- Collaborate and consult effectively with other staff members and professionals for case coordination and treatment planning.
- Based on review of client information, interviewing, and observation, and on an ongoing basis, determine the relationship between consumers' clinical issues, service needs, and stable housing options and develop/modify service plans based on those ongoing assessments.
- Evaluate clients' physical or mental condition and symptoms based on review of client information, interviewing, and observation.
- Identify flags and relapse triggers that may signal consumer difficulty and provide appropriate intervention including, but not limited to, individual and group sessions.
- Meet with families, probation officers, police, and other interested parties in order to exchange necessary information during the treatment process.
- Evaluate the effectiveness of supportive services, counselling, and case management and clients' progress in resolving identified problems and moving towards defined objectives.
- Review and modify treatment activities and approaches as needed in order to comply with changes in clients' status.
- Learn about new developments in their field by reading professional literature, attending courses and seminars, and establishing and maintaining contact with other social service agencies.
- Discuss with consumer's their plans for life after leaving therapy/support services and create transition plans for those leaving SSOC housing.
- Gather information about community mental health needs and resources that could be used in conjunction with therapy.
- Report consumer progress to the referral source as necessary and able.

3. *Maintain consistent and quality documentation and caseload management. This position uses ongoing communication with the Clinical Director to ensure compliant service delivery to match consumer service needs. This includes, but is not limited to:*

- Maintain accurate and timely records of progress notes of all interactions with consumers and collateral contacts.
- Maintain progress notes at a level to demonstrate efficient and effective use of time with consumers to equal at a minimum 66% (5 hours in a 7.5 hour work day) direct service time with consumers during the work day.
- Demonstrate understanding and use of applicable billing and service codes. (Rule 132)
- Monitor and ensure achievement of assigned billable service hours per week
- Document and report to appropriate systems and personnel.
- Review assessments and service plan and modify during one-on-one counselling sessions with the consumer at frequencies dictated at a minimum by standard operating procedures and Rule 132 and HUD documentation rules.
- Through a combination of one-on-one and group services, effectively manage entire caseload of consumers as assigned.
- Maintain contact with all consumers on caseload on a monthly or more frequent basis, as well as contact with ancillary service agencies and referral sources as required.
- Report any critical consumer care issues, service provider issues, or incidents to appropriate supervisory personnel.
- Provide oral and/ or written reports outlining assessment findings, progress in services and termination.
- Educate referral sources regarding SSOC's mission, philosophy and services.
- Report any critical issues encountered to supervisory personnel.
- Respond to routine inquiries for information on SSOC, program or confidential consumer information.
- Maintain current documents and forms in consumer file.
- Complete data entry forms in a timely manner.
- Complete program and service activity reports as required.

4. *Perform other duties as required and assigned. This includes but is not limited to:*

- Work effectively with consumers one-on-one or in groups.
- Develop appropriate clinical relationships with consumer of different cultures, races religions, sexual orientation and gender.
- Communicate effectively verbally and in writing.
- Represent SSOC in a positive and professional manner.
- Identify consumer needs and refer to appropriate ancillary service providers.
- Use Rules of Professional Ethics, Regulations and Confidentiality and apply to daily work situations.
- Make appropriate clinical decisions based on SSOC criteria.

## **QUALIFICATIONS/SKILLS/COMPETENCIES**

- Meet the requirements for Mental Professional (MHP), Qualified Mental Health Professional (QMHP), or Licensed Practitioner of the Healing Arts (LPHA) or other qualifications as defined currently in state regulations.
- Current and valid driver's license.
- Maintaining continuing education requirements specific to field and position.
- Must have one of the following:
  - a. Two years of college with two years experience in related field OR
  - b. Five years experience in related field OR
  - c. Associate's Degree in a related field with two years relevant work experience OR
  - d. Bachelor's Degree
- Knowledge of various clinical criteria related to issues confronting our consumers (i.e. mental health, substance abuse, housing)
- Knowledge of local service provider network (i.e. substance abuse treatment, mental health services, employment readiness services)
- Knowledge of basic math functions and representative payee ship requirements
- Knowledge of SSOC programming criteria and requirements
- Knowledge of applicable state and federal confidentiality regulations
- Knowledge of program rules and standard operating procedures
- Knowledge of Rule 132, HUD, and other relevant state regulations governing behavioral health services.
- Basic knowledge of Windows office systems such as Word, Excel and Access.

## **WORK CONDITIONS**

- Flexible work hours including scheduled and/or on-call afternoon, evening, overnight, holidays, and weekends. Must be able to work full-time.
- May require periodic prolonged or overnight travel.
- The CMHW is housed (has office) at the Administration office, but is expected to spend majority of day in the community serving consumers.
- Work may include community based settings.
- Expect to interact with staff and consumers to provide activities related to work such as conducting meetings as well as workshops.
- Requires prolonged sitting or standing.
- Requires driving skills and the ability to drive at night.
- Requires ability to work in noisy and crowded environment.

**Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.**

\_\_\_\_\_/\_\_\_\_\_  
Employee Signature/Date

\_\_\_\_\_/\_\_\_\_\_  
Supervisor Signature/Date

**The above signature indicates review and understanding of the job description, and that a copy has been provided to the employee.**

***All Job Descriptions must be reviewed with and signed by employees annually. This should be completed during the annual performance review and whenever changes are made to the job description.***

## **JOB DESCRIPTION ADDENDUM**

**Job Title:** Community Support Counselor (CSC)/ Outreach Worker

**Program:** South Side Office of Concern, Clinical Services

**Reports to:** Clinical Director

**Employment Status:** Full time

**Manages the following positions:** None

**FLSA Status:** Non-Exempt

### **PURPOSE OF THE POSITION:**

The Community Support Counselor (CSC)/Outreach Worker has all of the responsibilities within the Community Support Counselor job description, but includes responsibility for street outreach efforts. Those outreach efforts include locating, reaching out, and building trust/rapport with homeless individuals and families, in addition to engaging homeless individuals to accept care for their health and safety and assisting them in becoming integrated into the community by accepting placement and stabilization opportunities to improve their lives.

### **SCOPE OF DUTIES AND RESPONSIBILITIES:**

1. *Use engagement, assessment, and referral strategies for homeless outreach including the following elements:*
  - Build trust/rapport (built on respect for the person, his/her autonomy, and confidentiality) with homeless persons by being sensitive to the willingness of the person or family to be engaged and providing non-threatening, flexible, and persistent engagement.
  - Distribute outreach supplies including but not limited to wound care supplies, hygiene supplies, blankets, and socks.
  - Knowledge of program requirements and screening tools to determine eligibility for SSOC, PATH, HUD, and ESG homeless, mental health, and/or housing services.
  - Articulate screening, admission, and program criteria to consumers to ensure understanding of screening, admission, and program decisions.
  - Assist homeless individuals (and families) with completing applications for services, transporting them to shelters, services, and other points as needed.
  - Provide program materials to community partners around outreach services.
  - Facilitate and maintain community relationships to create referral pathways for program participants into relevant and culturally appropriate programs.
  - Perform wellness checks of homeless individuals, assessing their physical and mental health vulnerability to weather conditions, as well as outside and shelter living.
  - Conduct ongoing assessment of an individual's safety (including life threatening situations), immediate needs, level of functioning, overall mental and physical health, capacity for decision making, and strengths and barriers.
  - Collaborate with other homeless services providers/community resources to facilitate access to services including basic needs, housing assistance, substance abuse education and treatment, legal assistance, and health information.