

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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<b>CLASS TITLE:</b>	<b>CLIENT SERVICES SPECIALIST</b>
<b>DEPARTMENT:</b>	<b>MENTAL HEALTH</b>
<b>REPORTS TO:</b>	<b>VARIOUS</b>

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<b>CLASS CODE:4081</b>
<b>FLSA STATUS: N</b>
<b>DATE: 8/05</b>

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**JOB SUMMARY**

Under direct supervision provide advocacy for individuals receiving mental health services; provide outreach and referral services within the community; perform case management, provide de-escalation support to clients in crisis situations and make appropriate referrals. Incumbents in this class serve as liaison between clients and community agencies and resources, and serve as an information resource for mental health clients within the community.

**DISTINGUISHING FEATURES:**

Incumbents in this classification provide services that assist and/or augment the work of mental health professionals. This classification is distinguished from the Mental Health Clinical Services Associate (CSA), by the scope of practice of the CSA to provide rehabilitative/restorative treatment services, and to provide crisis intervention that may include assessment (5150), therapeutic treatment and collateral. This class is distinguished from the Human Services Worker by the performance of case management, and outreach, linkage and advocacy duties performed by the Client Services Specialist.

**SUPERVISION EXERCISED:**

Exercises no supervision. May function as a lead worker and/or train other staff.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:** *(Not all incumbents perform all the examples listed, nor do the examples cover all the duties that may be performed.)*

Perform or assist with case management, and coordinate crisis intervention functions by linkage and referrals for obtaining needed medical, educational, social, prevocational, vocational rehabilitative or other needed community services for eligible individuals. This may include transporting or arranging transportation for clients.

Advocate on behalf of clients; act as a liaison to link clients with community services/agencies, peer groups, legal system, financial agencies, schools, families, housing, etc. by interviewing and assessing client's service needs, making referrals, providing supportive assistance and assisting the client in negotiating and securing placement with services.

Provide outreach services; engage clients in enrolling in mental health and social services programs; provide information on community resources, referrals; link clients to mental and physical health agencies and providers, and other community networks.

De-escalate clients in crisis situations by providing support and making appropriate referrals to crisis workers, counselors or psychiatrists, and linking clients to available services.

Monitor service delivery and report on individual client's progress.

May participate in case conferencing to provide consultation and make recommendations.

Serve as liaison and consultant between department and schools, organizations, parents, children, seniors, probation officers, Juvenile Hall, etc. on issues concerning client, to coordinate treatment between various departments/organizations and locations.

Facilitate Job Club by meeting with clients to assist them in locating employment, including preparing for interviews, pursuing education and/or training, assessing and breaking down barriers. Meet with various agencies such as Department of Rehabilitation, Cal Works, and other agencies to link clients with job opportunities; participate in the skills assessment, screening and interview process, and coordinate work groups.

Serve as job coach to work adjustment participants by assisting participants in setting goals, monitoring and assessing job performance, and providing training and team support to facilitate the goals and objectives of the work adjustment program. Facilitate various drop-in groups (i.e. cooking, leisure, exercise, daily living, household management, etc.), including:

developing and maintaining operating procedures and schedules; documenting involvement of group members; resolving problems; planning special events; ordering related supplies.

Serve as liaison to hospitals, board and care facilities, pharmacies and other related agencies/organizations; prepare progress notes, charts and closing and/or transfer summaries for clients to assist in psychiatric and psychological evaluations, as directed by crisis worker or supervisor.

Assist clients in the enrollment process for services such as: CMSP, Medi-Cal, Social Security, General Assistance, Patient Assist, etc., by processing and completing assessment and intake forms, establishing eligibility, preparing and mailing letters, answering questions; maintaining files.

Write chart notes in accordance with professional standards, state regulations and department protocol, and ensure proper filing either by filing or submitting to the proper area for filing.

Accompany clients to appointments and provide assistance in completing paperwork, and provide case management services.

Participate in treatment team meetings and staff meetings to discuss client progress and serve as a member of various committees and boards.

Maintain and provide safe environment for clients and staff by adhering to department procedures and professional standards.

Recommend service and program needs and assist in the development of policies and procedures.

Compose and prepare correspondence in accordance with standard policies.

Enter and retrieve information into a computer terminal; use the computer system to retrieve a variety of daily, monthly and yearly reports.

Disseminate a variety of information to various agencies, division, or departments via telephone, employee meetings, mail or FAX.

Depending upon assignment may provide translation services in the performance of the above duties.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

General Office Equipment	Reference Books	Table Games	Computer
Arts and Crafts Supplies	Exercise Equipment	Vehicle	

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Associates degree, certification, or the equivalent of coursework, in Counseling, Human Services, Mental Health or related field, and

At least one year of experience providing client advocacy, outreach work, basic counseling, eligibility assessment or other services; in a mental health or community services agency or setting, or

A combination of education, training and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

Valid Driver's License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**General Knowledge of:**

Mental illness and applicable treatments.

Medi-Cal regulations regarding scope of practice and documentation.

Modern methods, techniques and procedures used in the provision of mental health services.

Medical chart documentation procedures.

Philosophy and history of therapeutic recreation.

Various general therapeutic models.

Psychological theory.

Interviewing techniques.

Child and adolescent development.

Juvenile justice system.

History, theory and new trends in mental illness.

**Considerable knowledge of:**

Mental Health Recovery models

Community resources, services and organizations.

Applicable codes, laws, ordinances, regulations and legal forms and procedures.

Ethical and legal management practices, including confidentiality.

Patient's legal rights.

**Skill and Ability to:**

Follow therapeutic processes and procedures.

Perform case management.

Observe and document behavior.

Write clear and concise chart notes in accordance with professional standards, state regulations and department protocol.

Analyze and evaluate situations and adopt effective courses of action.

Assess and obtain appropriate intervention in high-risk situations (suicide, aggression).

Use tact, discretion, initiative and independent judgment within established guidelines.

Organize work, set priorities, meet critical deadlines, and follow up assignments with a minimum of direction.

Communicate clearly and effectively, orally and in writing.

Use a computer to accurately and rapidly enter and retrieve data and information.

Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.

Depending upon assignment may require the ability to read, speak and provide translation in Spanish language.

**Working Conditions:**

While performing the essential functions of this job the employee is regularly required to sit and to use hands to finger, handle, or feel, to speak and hear, to use color, odor, shape and sound perception and discrimination.

While performing the essential functions of this job the employee is frequently required to lift and/or move up to 10 pounds and is occasionally required to apply a physical exertion in restraining overactive or hostile clients and/or move up to 30 pounds.

Work is performed in a mental health facility, schools and/or in patient homes, exposing the employee to people who have the potential to be violent and verbally abuse.

The working conditions are typically moderately quiet, but can be loud at some locations.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.