

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: HUMAN SERVICES WORKER
DEPARTMENT: MENTAL HEALTH
REPORTS TO: VARIOUS

CLASS CODE: 50156
FLSA STATUS: N
DATE: 08/05

JOB SUMMARY

Under general supervision, provides transportation for clients; accompanies and monitors clients while waiting for appointments, hospital admittance, etc.; provides reception duties, pulls medical files, answers phones, etc. Serves as an information source regarding Mental Health Department's services/facilities and community resources. May facilitate groups at day treatment and drop-in centers.

DISTINGUISHING FEATURES:

This class is distinguished from the Client Services Specialist by the performance of case management, and outreach, linkage and advocacy duties performed by the Client Services Specialist.

SUPERVISION EXERCISED:

Exercises no supervision. May 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.)*

Transport clients to and from day treatment programs, medical appointments, hospitals, and community agencies.

Accompany and/or monitor clients who are on the crisis unit, or awaiting admission to hospitals or other appointments.

Provide support to clients and potential clients by establishing rapport to obtain their cooperation and involvement in the treatment process.

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.

Link clients with other mental health agencies and/or providers and other community services and agencies.

Facilitate group meetings with clients; plan group and daily activities.

Provide basic visual evaluation and/or assessment of clients for mental health services and may make referrals to crisis workers, counselors or psychiatrists based on visual assessment;

Provide reception duties and clerical support in crisis center: answer phones, coordinate transports, obtain in-take information, pull medical files, schedule and check in appointments, update information, audit charts for billing compliance, assist in the preparation of division time sheets.

Depending upon assignment, may provide services such as: classroom instruction and assistance, light janitorial and/or yard work, shopping, correcting papers, order supplies, etc.

Serve as information resource regarding mental health department's services and facilities and other community services.

Performs other duties as assigned.

MATERIAL AND EQUIPMENT USED:

Vehicle Telephone General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High School diploma or GED; and,

Six months to one year of experience providing basic support services to clients such as transportation, individual or group peer counseling, information resource, etc, in a private, public or mental health setting or other community agency; 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 State Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Community agencies, resources, and services related to mental health issues.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Patient's legal rights.

Skill in and Ability to:

Operate a vehicle and transport passengers in a safe manner.

Establish a rapport with clients.

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

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

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

Communicate clearly and effectively, both orally and in writing.

Establish and maintain effective working relationships with a variety of individuals.

Read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals.

Solve practical problems and deal with a variety of variables in situations where only limited standardization exists.

Mental and Physical Abilities:

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.

Working Conditions:

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 times.

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.