Commission on Nonprofit Health and Human Services – Cost Comparisons Work Group

CCPA Document Gathering – Sample Job Descriptions

November 2010

**PNP Behavioral Health Agency**

POSITION: Counselor

DUTIES: Accountable for all activities related to encouraging and nurturing the return to health and well-being of all residents, including, but not limited to the following activities.

1. CLIENT RESPONSIBILITIES:

Provide evening and/or weekend coverage, as required.

Provide for the personal services required by each resident, such as assisting residents in completing all necessary forms and statements, processing medical and dental forms, assisting clients in fulfilling the necessary requirements for entitlement programs. Provide transportation when necessary.

Lead or participate in various individual, group and family counseling sessions. Including follow-up.

Meet regularly with the Clinical Services Consultant for discussion, guidance and monitoring of each client in caseload.

2. STAFF RESPONSIBILITIES:

Consult with, and assist when necessary, other staff in carrying out the day-to-day activities.

3. RECORD KEEPING/DOCUMENTATION RESPONSIBILITIES:

Following agency procedures, document accurately, completely and in a timely fashion all interactions, important events, progress, changes and any other pertinent information about each client for whom the counselor is responsible.

Report to referral sources, as required.

Provide reports as required by the Director.

4. COMMUNICATION

Collaborate with other staff in carrying out the duties discussed above, in addition to all other aspects of the program.

Participate in regularly scheduled and special meetings with other staff to enhance the agency's effectiveness.

May, at the Director's request, attend professional meetings and conferences.

Participate in program planning and implementation.

5. FISCAL/PROGRAMMATIC RESPONSIBILITIES:

MINIMUM

QUALIFICATION: Bachelor's Degree in Psychology, Sociology, Social Work or

related field. Demonstrated interest in planning and pursuing educational studies that will enhance job performance.

SKILLS

REQUIRED: Organizational ability, initiative, consideration of others, excellent written and oral communication skills. Evidence of ability to exercise discretion and sound judgment in decision- making.

SUPERVISED BY: Director

SUPERVISES: No one

SALARY: Starts at

**PNP Developmental Disabilities Agency**

**Job Description: Job Coach**

**D.O.T. Classification: 097.227-01**

Occupational Description

Instructs, supervises, and supports participant’s assignment on module activities, in house roving and community job sites: coordinates skills with job requirements. Analyzes or breaks down job and activities to meet individual abilities. Job coach may be responsible for some job duties dependent upon workload/participants abilities. Provides individual and small group support. Develops activity plans in module programs.

Writes vocational and module progress reports: accumulates vocational data generated from observations, quantity and quality checks. Establishes specific habilitation needs and objectives for participants' annual review meeting.

Records participant payroll: records productivity daily on the payroll sheet. Computes percentage rating of participants as compared to norm. Submits merit evaluation information every six months.

Supervises self-medication of participants to insure the medication is taken at the prescribed time. Administers medication to those people unable to self medicate (In house programs).

Develops and implements behavior modification programs for participants: works with Employment Support Coordinator in identifying participants’ needs and objectives and develops methodology to accompany the objective.

Supports participants with personal needs.

Develops alternative activities when work is depleted or site closes for a period of time.

Conducts participants’ management meetings with participants on a regular basis.

Develops ancillary activities: instruct participants in signing relaxation techniques, etc.

Reports seizures, behavioral episodes and medically related problems; transmits incidents to participants' Employment Support Coordinator as specified by written procedure.

Monitors compliance to safety requirements; assists participants in evacuation during fire drills, bomb threats, etc: maintains safety procedure in exiting participants out of the building and monitors criteria to OSHA regulations.

Participates in agency committees, as needed e.g. Safety Committee, United Way Committee.

Performs quality control: insures that all work is completed to job specification.

Performs miscellaneous duties: supervises participants in lobby, cafeteria and lounge area before and after work. Transports participants to and from work on an as needed basis.

Requires working knowledge of company procedures, i.e., all safety procedures at community sites.

 ***Indicates essential job duties***

Requirements: Education, Training and Experience

Degree requirements: high school diploma or its equivalency experience is the minimum requirement for this position. Experience working with people with intellectual disability or multi-handicapped population is preferred.

Demonstrated organizational ability, experience and ability to communicate effectively with participants with intellectual disability and/or multi-handicapped population as well as with other professional people.

Demonstrates knowledge and ability to perform task analysis.

Demonstrates knowledge of educational techniques and reinforcement programs.

Demonstrates knowledge of job requirements and company operations.

Level 1 competence in Microsoft Word for Windows. Ability to draft documents on screen without supervision.

Worker Traits

***Aptitudes***

To verbally communicate with people at various levels of intelligence; to demonstrate organizational abilities in order to implement work tasks that are required for the participants’ learning process. Must use judgment and apply knowledge of task analysis to determine base line for learning of the task.

***Interests***

A preference for activities of a routine, concrete organized nature.

A preference for working for the presumed good of people.

A preference for situations involving communication of ideas to assist in planning habilitation programs.

***Temperaments***

Adaptability to making generalizations, judgments, or decisions based on measurable or verifiable criteria.

Adaptability to dealing with people's feeling beyond giving and receiving instructions.

Adaptability to accepting responsibility for the direction, control or planning of an activity.

***Physical Demands***

Job may vary from sedentary to medium work as defined by the Dictionary of Occupational Titles (1991). Driving skills or provision of alternative transportation services is required. PSL required at some sites. Continuous noise level may be present at some sites.

The job classification is protected by the OSHA standards on Bloodborne pathogens.

***Supervision Received from***: Coordinator of Employment Supports for Job Coaches

Director of Vocational Operations for Employment Center Job Coaches

Coordinator of Education and Therapeutic Services for Center Program.

**PNP Developmental Disabilities Agency**

**Resident Support Services**

**Job Description: Resident Support Assistant**

**DOT Classification: 354.377-014**

1. **OCCUPATIONAL DESCRIPTION**
2. Support the residents by creating a supportive learning environment that encourages the residents to experience success integrating to the social, emotional and physical situations of daily living.\*
3. Encourages residents to make choices in the areas of recreation and leisure activities. Supports may include, but are not limited to, assisting residents with the planning of activities as well as encouraging their participation.
4. Assist each resident with the development of individual support circles by encouraging the development of friendships.
5. Supports the residents by identifying, assessing and reporting circumstances occurring at the time a person experiences a seizure, injury, illness, behavioral episode and/or any other medical or emotional difficulty a resident may have to the Coordinator of Resident Supports, Assistant Coordinator of Resident Supports. Report is made to the Assistant Director of Director of Resident Supports when the Coordinator or the Assistant Coordinator is not available.\*
6. Supports the residents by maintaining programmatic supports for at least one resident; participating in Interdisciplinary Team Meetings, preparing all material relating to the resident for presentation to resident and other team members.\*
7. Supports all residents through implementing individual support plans and completing daily records that include, but are not limited to, support programs and services that address the progress of an individual resident’s adaptive limitations.\*
8. Supports the residents by assisting them with the administration of their medications in accordance with DMR Medication Administration Certification requirements while considering each individual resident’s level of support needs.\*
9. Assists the residents with the planning, purchasing and preparation of meals while considering the resident’s individual and group support requirements.
10. Assists the residents with the cleaning and maintenance of the residents’ home and properties, always considering their levels of support requirements. Intermittent to pervasive supports may be required to help them maintain a high standard of quality.\*
11. Supports the residents by participating in all training offered and designed to enhance supports provided to the residents. These training’s and meetings include, but are not limited to, mandatory training’s required by agency and state regulatory bodies and resident support staff meetings.\*
12. Supports residents by conducting self in a professional and respectful manner when offering direct support to a resident or when interacting with supervisors, co-workers, families, other professional or community members acting in the residents’ best interest.
13. Supports the residents by assisting them with basic financial transactions and ensure all documentation deemed necessary by agent policy and procedure to keep resident funds secure and complete.
14. Supports the residents by assisting them with personal hygiene needs such as, tooth brushing, flossing, showering, toileting and menstruation care. These supports will range from intermittent to pervasive levels.\*
15. **REQUIREMENTS: EDUCATION, TRAINING, EXPERIENCE**
16. Minimum education requirements include at least a High School Diploma. One year experience working with people with mental retardation preferred. A Bachelor’s Degree in a related field would be preferred; other combinations of knowledge and experience typically associated with obtaining a Bachelor’s Degree also may be considered.
17. Demonstrate organizational abilities.
18. Ability to communicate with all people. Experience using multi-modality communication systems.
19. Demonstrate knowledge of positive educational approaches and reinforcement programs that will support each resident’s individual strengths and adaptive limitations.
20. Demonstrates a willingness to learn about current trends of support for people with mental retardation.
21. Must possess a valid driver’s license and maintain a liability free driving record at all times to help ensure residents’ safety.\*
22. Public passenger endorsement card may be required in certain community residences.\*
23. Ability to maintain mandated certificates (i.e., CPR and Medication Administration).\*
24. **Physical demands**: Work is active; may vary from light to heavy as defined by the Dictionary of Occupational Titles (1991 Edition). It is performed within the resident’s home as well as in the community. A variety of lifting and transfer supports for residents may be required to facilitate full independence.\*

**Interests and Motivations**

1. Interested and motivated to improve the quality of life for people, especially persons with mental retardation.
2. Interested and motivated to help residents maintain a high quality standard in area of upkeep of their household and properties.
3. Interested and motivated to be a team player through active participation in multi-disciplinary support approaches.

**Temperaments:**

1. Respectful.
2. Patient.
3. Encouraging.
4. Optimistic.
5. Energetic.
6. Communicative; using a variety of approaches.
7. Nurturant.

The job classification is protected by the OSHA standards on Bloodborne Pathogens.

1. **PRIMARY SUPERVISION IS PROVIDED BY**: Coordinator of Resident Supports

Assistant Coordinator of Resident Supports

**ADDITIONAL SUPERVISION IS PROVIDED BY**: Assistant Director of Resident Supports

Director of Resident Supports

**PNP Developmental Disabilities Agency**

*JOB DESCRIPTION*

### TITLE: DIRECT SUPPORT PROFESSIONAL

## RESPONSIBLE TO: MANAGER/ASSISTANT MANAGER/LEAD STAFF

*SUPPORTS: INDIVIDUALS SERVED*

*BASIC FUNCTION:*

*To be a facilitator ensuring that all individuals are in integrated, dignified and respectful environments and receive necessary supports in order to be active in their chosen environments. These supports to the individuals will be provided with dignity and respect according to their personal preferences and in accordance with AGENCY, Inc. policies and with State/Federal mandated laws, policies and regulations.*

*SPECIFIC DUTIES:*

1. *Maintains a positive attitude and belief that all people employed by AGENCY Inc. are responsible for quality and outcomes*
2. *Strives to continually work as an active, productive team member to assure success of the individuals and the Agency utilizing enthusiasm, creativity and professionalism*
3. *Follows and demonstrates the philosophy of AGENCY, Inc.*
4. *Ensures individuals served live the life they want the way they want it as outlined in our philosophy*
5. *Develops a relationship with the individuals served that is respectful, based on mutual trust and that maintains professional boundaries*
6. *Represents the agency positively and professionally when interacting with individuals served, co-workers, employers, their employees, families and other community members*
7. *Communicates effectively, clearly and positively with individuals served, families, staff, supervisors and community members*
8. *Adheres to AGENCY, Inc. and DMR Policies and Procedures*
9. *Takes responsibility for any issues noted and demonstrates the ability to actively problem solve by seeking, developing and implementing viable solutions*
10. *Ensures confidentiality as required by law and AGENCY, Inc. Policies & Procedures*
11. *Attends, completes and demonstrates competency in all applicable AGENCY, Inc. training*
12. *Takes responsibility for safety hazards in all areas including but not limited to programs/residences and vehicles. Staff will shovel, spread sand as needed in order to provide safe walking surfaces*
13. *Ensures that the individuals plan is carried out as outlined in the written plan, programs, schedules and other documentation*
14. *Provides advocacy for individuals served based on their personal choices*
15. *Ensures that each individual served becomes involved in their community utilizing staff and natural supports according to personal choices*
16. *Ensures all individuals served are living according to their rights and responsibilities and are free from abuse and neglect*
17. *Will be flexible when needed to transfer to another program/residence*
18. *Maintains valid Passenger Service License in order to meet required driving responsibilities*
19. *Supports each individual served in taking care of their life needs, i.e. home, finances, personal care, proper nutrition, medication, socializations and recreation*
20. *Performs other duties as designated by the Manager/Assistant Manager/Lead Staff*

*SKILLS NEEDED:*

* *Ability to communicate effectively both orally and in writing*
* *Ability to analyze situations, develop creative solutions, act quickly and remain calm in a crisis*
* *Ability to obtain and utilize CPR, First Aid, PMT, Medication Administration Certification within DMR guidelines and to remain in compliance throughout employment*

*EDUCATION/EXPERIENCE:*

### High School Diploma or GED. Two years experience in the field of Human Services preferred

*PHYSICAL EFFORT:*

* Must be able to lift a minimum of fifty pounds
* May be required to participate in repetitive lifts and transfers
* May be required to perform behavioral interventions and techniques
* Some sitting with frequent walking, standing, pushing, pulling, bending and driving

EMOTIONAL SUPPORT:

* Ability to meet frequent deadlines and handle stressful, hectic situations without loss of efficiency and composure

*All areas listed on this job description are ESSENTIAL FUNCTIONS*

**PNP Behavioral Health Agency**

**CLINICIAN**

**POSITION DESCRIPTION**

( ) **NEW DESCRIPTION** ( X ) **REVISION REPLACING**: **DATE**:

**DEPARTMENT:**

**CLASSIFICATION:**

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( X ) EXEMPT ( ) NON-EXEMPT**

**MISSION**: Provide clinical services to clients experiencing mental illness, addictions and/or serious emotional disorders.

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**SCOPE**: Coordinates all aspects of clinical treatment for assigned clients with major mental illness and/or serious emotional disorders. Provides individual, group and family therapy and crisis intervention. Maintains contact with and consults with relevant collaborative parties. Participates as full member of the clinical team and the program and is responsible for maintaining client records.

**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING RESULTS:**

1. Provides Full-Range of Clinical Services for Clients with mental illness, addictions

and/or serious emotional disorders. - Completes intake assessment and diagnosis.  
 - Coordinates client-centered treatment planning.  
 - Works with client to develop treatment plan to meet presenting problems and needs.  
 - Documents ongoing client progress.

- Demonstrates competency in age related or specialty issues and developmental needs for each population served.

- Clinicians must demonstrate cultural competency and sensitivity to each family’s cultural needs.

- Works with clients to develop appropriate discharge plans utilizing natural supports.  
 - Determines appropriate treatment services for assigned clients to assist them in  
 staying in the community and resuming occupational, educational and/or leisure  
 activities.  
 - Maintains collaborative relationships with family members and other service providers.  
 - Develops and provides group therapy and psychoeducational groups designed to aid  
 clients in understanding and managing their symptoms.  
 - Provides individual therapy when indicated to aid clients in maintaining or improving their

level of functioning.

- Provides family therapy and consultation when indicated to assist clients and families  
 in learning about and managing mental illness and/or behavioral issues.  
 - Provides crisis assessment and intervention to monitor status of clients in crisis.  
 - Performs home or outreach visits when appropriate.

1. Responsible for Maintaining Client and Staff Records According to Agency Policy   
    - Completes intake and discharge recordkeeping.  
    - Keeps all client progress notes, treatment plans and other records up-to-date.  
    - Completes all agency statistical and other recordkeeping according to agency  
    policy and procedures.
2. Participates as Full Member of Team. - Attends and participates actively in assigned team and staff meetings.  
    - Consults with other team members.  
    - Covers for other staff during periods of vacation or absence.  
    - Participates in weekly supervision to review client and  
    program progress.

- Collaborates with other agency staff and external providers who are working with client.

1. Participates Actively in Maintaining a Safe and Positive Environment   
    - Keeps abreast of all agency policies and procedures.  
    - Reports client injuries and incidents to supervisor.  
    - Sets positive example of interaction with clients and other staff.  
    - Takes initiative in interaction with clients in order to set an example of  
    appropriate relationships.  
    - Maintains client confidentiality.
2. Additional Duties and Responsibilities   
    - Keeps abreast of current ideas, theories and research regarding treatment of population served. - Transports clients, when necessary using agency vehicles and, when appropriate, personal vehicle.  
    - May perform other assignments and duties, as area needs require.

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**CONTACTS WITH OTHERS:**

Clients; family members; other team members; other staff in agency; others providing service to clients.

**DUTIES PERFORMED UNDER CLINICAL SUPERVISION:**

Group therapy; individual therapy; family therapy, crisis intervention, assessment, referral, recordkeeping.

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**SUPERVISION RECEIVED:**

Reports to Program Supervisor.

**SUPERVISION EXERCISED**:

May supervise interns, if applicable. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
QUALIFICATIONS:**

**SKILLS & KNOWLEDGE**:

- Knowledge of clinical assessment, diagnosis and treatment; risk assessment, crisis management, individual/group/parent guidance.

- Ability to provide case formulation and develop focused, goal oriented treatment plans, related to client’s treatment readiness or developmental level and problem identification.

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- Ability to collaborate, make appropriate referrals, and interface with numerous other professions, maintaining professional boundary and advocating for client.

- Ability to articulate treatment needs to, and deal with insurance companies/ MCO’s including documentation.

- Ability to communicate verbally and in writing cogently and in a timely manner.

- Excellent demonstrated organizational skills.

- Ability to work independently.

- Ability to use supervision/consultation to learn and provide more effective treatment services.

- Desire to grow/develop professionally.

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**LICENSURE/CERTIFICATION/REGISTRATION**:

LCSW or other license to practice psychotherapy in State of CT preferred.

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**EDUCATION, EXPERIENCE AND TRAINING:**

Masters Degree in mental health field. Demonstrated in-depth knowledge and experience as a psychotherapist working with people with mental illness and/or serious emotional disorders. Demonstrated training and experience in all aspects of mental health treatment, assessment, evaluation and provision of individual, group and family therapy. Relevant experience to program model to which individual is assigned.

**PHYSICAL DEMANDS**:

In emergencies, staff may be exposed to physical confrontations.

**MENTAL DEMANDS**:

Stressful and crisis-prone environment. Staff may be exposed to clients experiencing severe symptoms, e.g., hallucinations, self-harm and threatening towards others.

**WORK ENVIRONMENT**:

The employee is involved in a program milieu requiring his/her constant involvement during work hours. May make visits to client homes or to visit clients in hospital setting.

**PNP Behavioral Health Agency**

**CHILD CARE WORKER**

**POSITION DESCRIPTION**

( ) **NEW DESCRIPTION** ( x ) **REVISION REPLACING**: **DATE**:

**DEPARTMENT:**

**CLASSIFICATION:**

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( ) EXEMPT ( X ) NON-EXEMPT**

**MISSION**: Child Residential Programs provide 24 hr care to children who are either first removed from their families by DCF for protective reasons, or who need this level of care due to complex emotional and behavioral issues. The programs provide stabilization, clinical assessment and treatment, child care, education around daily living skills, recreational and therapeutic activities, educational linkage and support, case management, and coordination of care.

**SCOPE**: Direct care of children and/or adolescents in placement. Responsible for wide range of program activity, child supervision and safety skills. Because of the life experiences and deficits that our residents bring to their placement here, staff must not only provide adequate safety and supervision, but must be actively engaged in the process of understanding and solving problems as part of a staff team, and must offer energy, safety and commitment in their work with our residents.

**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING RESULTS:**

1. Provide a safe, home-like atmosphere for children enrolled in the program.
2. Work within program policy and guidelines to provide program services.
3. Support routines of children through assisting and supervising wake-up, bedtime, personal care routines, completion of chores and laundry, meals, meal preparation, recreational activities, homework supervision and assistance.
4. Identify needs and arrange for care of those needs for children in the program.
5. Transport children when necessary to school family visits and appointments.
6. Supervise children’s visits with families.
7. Plan and initiate recreational and program activities
8. Document observation of children and assess children’s skills, behaviors, and moods.
9. Demonstrate awareness of individual residents’ treatment plans including their assessment, particular needs, behavioral goals, and identified intervention strategies by implementing those strategies and through documentation of services and outcomes.
10. Work as part of a team to identify needs and implement strategies for the residents.
11. Participate in regular staff meetings, supervision, and other staff processes.
12. Attend and complete program and agency training as required by annual training parameters
13. Insure that program facility maintains a clean environment and perform household tasks.
14. Maintain facility equipment

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**CONTACTS WITH OTHERS:** Children’s families, both original and foster, DCF staff, community resources and programs.

**DUTIES PERFORMED UNDER CLINICAL SUPERVISION:**

N/A

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**SUPERVISION RECEIVED:** Program Supervisor, Program Director, or Sr. Program Director

**SUPERVISION EXERCISED**:

N/A

**QUALIFICATIONS:** BA or BS or the combination of 2 years of college education plus 2 years of experience in a similar capacity caring for children

**SKILLS & KNOWLEDGE**: Wide range of childcare and program skills.

**LICENSURE/CERTIFICATION/REGISTRATION**: DCF Medication Administration Certification, First Aid, CPR, and Therapeutic Crisis Intervention certification are required to be completed before the end of the new employee probation period and are required to be maintained throughout employment. A valid driver’s license must be maintained.

**EDUCATION, EXPERIENCE AND TRAINING:** BA or BS required. The combination of 2 years college education plus 2 years relevant experience caring for children with similar issues can be substituted for the BA/BS degree.

**CONTINUED COMPETENCY**: Continued skill development and maintain certifications

**PHYSICAL DEMANDS**: Ability to manage active children and/or adolescents, perform physical intervention, and perform household tasks.

**MENTAL DEMANDS**: Work well as part of a team. Emotional impact of work with children who have experienced trauma.

**WORK ENVIRONMENT**: Home-like building, community activities.

**PNP Behavioral Health Agency**

**EMPLOYMENT SPECIALIST**

**POSITION DESCRIPTION**

( X ) **NEW DESCRIPTION** ( ) **REVISION REPLACING**: **DATE**:

**DEPARTMENT:**

**CLASSIFICATION:**

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( ) EXEMPT ( X ) NON-EXEMPT**

**MISSION**: The Employment Specialist works with individuals with serious emotional disturbance, and/or psychiatric disabilities both individually and in group settings, in office and in the community, to assist them in all aspects of gaining and maintaining employment and education with focus on recovery.

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**SCOPE**: The Employment Specialist assesses individual skills, interests and motivation in the area of vocational and educational goals and assists the individual in developing and implementing a plan to meet these goals. Responsible for developing internal and external vocational and educational opportunities to ensure that consumers of our services have meaningful opportunities to learn and develop desired skills related to employment and education.

**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING RESULTS:**

1. Assesses client interest, skill level and experience in vocational and educational spheres
2. Responsible for the development and implementation of service plans related to employment and education

- Facilitates skill building to assist clients in preparing for, meeting and maintaining employment and educational goals.  
 - Maintains ongoing supportive relationship with clients to assist them in reaching their employment and educational goals.  
 - Provides job coaching to clients in the community as appropriate

- Provides situational assessments for clients at work sites in the community

Coordinates supportive services with outside providers in the community to maximize effectiveness of employment and educational services

- Maintains dialogue and referral base with community organizations and employers.  
 - Provides opportunities to support employment in the community.  
 - Assists individuals with linkage to employers, educational programs and supportive employment services in the community.  
 - Facilitates supported employment and educational programming including supported education/ employment groups.

- Works with employers and educational providers to develop placement opportunities and to educate them about psychiatric disabilities

- Maintains Documentation According to Agency Standards   
 - Completes individual service plans with clients, according to agency timeframes.  
 - Report writing as required for the agency and funders.  
 - Progress notes.

1. Maintains communication with other providers, including clinician, case managers   
    care coordinators, educational representatives and employers
2. Demonstrates competency in age-related or specialty issues and developmental needs for each population served.
3. Additional Duties and Responsibilities   
    Provides transportation to/from work sites and educational sites..

May perform other assignments and duties, as area needs require.

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**CONTACTS WITH OTHERS:**

Family members, community providers, employers, Director, other members of the team, clinicians, case managers, care coordinators.

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**SUPERVISION RECEIVED:**

Program Director

**SUPERVISION EXERCISED**:

None

**QUALIFICATIONS:**

**SKILLS & KNOWLEDGE**:

* Demonstrated knowledge of principles of supported employment and education
* Knowledge of psychiatric disabilities, severe and persistent mental illness or serious emotional disturbance.
* Ability to prioritize tasks and work independently.
* Experience using vocational and educational assessment tools.
* Works well as a member of a team

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**LICENSURE/CERTIFICATION/REGISTRATION**:

Valid driver’s license   
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**EDUCATION, EXPERIENCE AND TRAINING:**

Bachelors in human services, rehabilitation, or occupational therapy. Experience working with individuals served by program and their families.. Minimum 6 months experience in supported employment/education and/or psychosocial rehabilitation

**PHYSICAL DEMANDS:**Some lifting; working with clients to support them in their jobs may include doing a variety of light physical tasks

**MENTAL DEMANDS**:

Some crisis intervention; need for flexibility.

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**WORK ENVIRONMENT**:

Facility based and community

**PNP Behavioral Health Agency**

REHABILITATION COORDINATOR

**POSITION DESCRIPTION**

( ) **NEW DESCRIPTION** ( X )**UPDATE** **DATE**:

**DEPARTMENT:**

**CLASSIFICATION:**

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( ) EXEMPT ( X ) NON-EXEMPT**

**MISSION**:

Working within a multidisciplinary team to increase the independence and self-efficacy of individuals with serious and persistent mental illness through direct assistance and training in living skills, advocacy and linkage with and development of vocational resources.

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**SCOPE**:

Working with case management, crisis and/or treatment staff to coordinate and address the rehabilitation needs of individuals with severe a persistent mental illness and provide a supported environment in which to facilitate client centered rehab goals.

**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING:**

|  |  |
| --- | --- |
| * Provides support of consumer run initiatives, relative to group and individual rehabilitation needs  1. Establishes rapport and working relationship, utilizing person centered practices, with clients. Works within a team approach to address rehab needs. 2. Oversight and supportive assistance of consumer run business and groups within a Clubhouse setting. 3. Provides direct skills teaching, advocacy, and assistance in obtaining/maintaining benefits, housing, budgeting, legal services, medical services, education, employment, transportation, activities of daily living (i.e., meal preparation, household maintenance, general shopping, etc.). 4. Transports clients for service as needed. 5. Provides same services for family members and significant others if they are involved in the primary client service. 6. Assists in linking client with community support systems and agencies through referrals and client rehabilitation assessments. 7. Advocate for clients’ rights, access to services, and promote self-advocacy. 8. Provides overall case coordination and management including coordination of all consumer team meetings and conferences, within a psychosocial Clubhouse milieu. 9. Liaison with an individual’s treatment team as well as external providers, i.e. hospitals, schools and/or police departments to ensure consistency of services provided. 10. Follows agency and legal standards regarding confidentiality and disclosure. 11. Demonstrates competency in age-related or specialty issues and developmental needs for each population served. |  |
| 1. Maintains documentation and other methods of communication to maintain quality services 2. Compliant with record keeping requirements consistent with program and agency standards and timeframes. 3. Completes all required documentation which may include, but not limited to: data base entries, census, rehabilitation assessments/service planning tools, outcome surveys, demographics, authorization for release of information, and statistical and/or QI reports related to client service in accordance with established agency procedures. 4. Attends and participates in staff meetings, case conference, and treatment team meetings. 5. Participates in regular supervision and follows through with recommendations, suggestions, etc. 6. Provides timely updates to program director on all relevant issues. |  |

|  |  |
| --- | --- |
| 1. Additional Duties and Responsibilities 2. Attends agency-sponsored in-services, outside workshops, conferences and meetings. 3. May perform other assignments and duties as required. 4. Participates in team meetings, committees, group facilitation, etc. 5. Oversight of consumer run groups and businesses (internal/external) at the Clubhouse and relevant facilities. |  |

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**CONTACTS WITH OTHERS**

Clients; staff and community providers within an individual’s treatment team. Community organizations as directed by Program Manager and overall needs of the program.

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**DUTIES PERFORMED UNDER SUPERVISION:**

Community Organizational Development within a Clubhouse milieu. Coordination of client/centered rehabilitation service plans and consumer run groups and businesses as determined through assessment planning and evaluation.

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**SUPERVISION RECEIVED**:

Program Director Rehabilitation Services.

**SUPERVISION EXERCISED**:

N/A

**QUALIFICATIONS:**

**SKILLS & KNOWLEDGE**:

* Process general knowledge of person centered rehabilitation service delivery as it relates to safety advocacy, skills training, vocational and quality of life pursuits for people with severe and persistent mental illness.
* Able to function independently in a range of settings.
* Comprehends basic theory and concepts related to community treatment with individuals who experience serious and persistent mental illness, personality disorder or who are dually diagnosed.
* Possess professional and ethical standards and behaviors.
* Cultural competency.

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Valid driver’s license. CPR/First-Aid Certification within 6 months of hire desired. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EDUCATION, EXPERIENCE AND TRAINING:**

High School diploma or equivalent required with 1+ years experience in mental health setting. BA in human services desired.\*

\*unless otherwise required by program grant/contract language.

**PHYSICAL DEMANDS:**

Keyboard typing, may include light lifting, and assisting in household tasks as required during client instruction/group sessions.

**MENTAL DEMANDS**:

Crisis intervention, organization/prioritization of multiple tasks in fast paced consumer driven environment.

**WORK ENVIRONMENT**:

Provides community-based services within Clubhouse Model facility. Community outreach as determined by Program Director and overall needs of Rehabilitation Services.

May include frequent travel in the community within +/- 75 mile radius in all weather conditions. Site placement: Manchester or Rockville, determined by agency and coverage needs.

**PNP Behavioral Health Agency**

Rehabilitation Counselor, Social Rehabilitation

**POSITION DESCRIPTION**

( ) **NEW DESCRIPTION** ( X ) **REVISION REPLACING**: **DATE**: 3/11/08

**DEPARTMENT:** Specialized Services

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( ) EXEMPT ( X ) NON-EXEMPT**

**MISSION**:

To support the goals and challenges of people with Mental health and/or substance abuse issues by providing services that support individual Recovery plans. These services may include outreach and engagement, community resource development, peer and mutual supports, skill building, emergency, maintenance and situational case management, and leisure activities. The services offered will complement those services provided through Community Support services and the AGENCY clinic.

**SCOPE**: Skills training using strength based approaches. Develop community resources; facilitate groups as well as individual learning. Outreach individuals who find it difficult to into the community. Provide one to one personal supports including community based and in home skill building.

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**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING RESULTS:**

**Direct Care**

Maintain flexible schedules to meet consumer’s needs

Assess individual situation and needs. Coordinate services with other service providers

Encourage consumers to engage in services that will assist in their recovery

Assist consumers in accessing services as requested by the consumer

Assist consumers in securing emotional, vocational, and social supports as determined by the consumer.

Provide education around mental health and substance abuse problems

Encourage and assist consumer in becoming active participants in the community

Facilitate self help groups/services

Participate in weekly staff meeting

Keep other service providers informed

Involve family members in Recovery planning in as much as the individual will allow.

Ability to identify crisis and report details to immediate supervisor or other appropriate parties.

**Quality Management**

Adhere to the standards of care to insure that the identified quality measures are obtained.

Supply data in a timely fashion to fulfill reporting requirements.

Maintain documentation in accordance with policies and procedures

Other:

* May perform other assignments and duties as assigned.

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**OTHER REQUIREMENTS**

Provide and maintain safety for consumers and staff.

Serve as a resource within the agency.

Serve on internal and external committees as required.

Maintain and enhance professional proficiency by participating in continued education.

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**CONTACTS WITH OTHERS :AGENCY** staff, consumers, family members, advocates, community members and providers.

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**SUPERVISION RECEIVED:** Coordinator of Recovery Services

**SUPERVISION EXERCISED**: n/a

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**SKILLS/ABILITY**

* Strong interpersonal and organizational skills
* Ability to motivate and inspire others and lead by example
* The ability to promote community based independence
* Demonstrated ability to be flexible, objective and non-judgmental in dealing with consumers, families and peers
* Ability to maintain appropriate boundaries
* Demonstrated initiative; ability to recognize problems quickly and apply sound solutions
* Excellent communication skills
* Ability to document according to state and federal guidelines
* Ability to facilitate peer/mutual support and leisure groups
* Read and comply with policies and procedures
* Ability to incorporate feedback from consumers, supervisors and peers and the willingness to implement changes
* Ability to incorporate practice management supervision into job requirements
* Experience with Microsoft Office applications

**LANGUAGE:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one situations.

**MATHEMATICAL:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.



**LICENSURE/CERTIFICATION/REGISTRATION**: N//A.

**EDUCATION, EXPERIENCE AND TRAINING:** High School diploma or GED along with 2 years experience in a community mental health environment. Personal experience with mental illness and/or substance abuse a plus. Knowledge of psychiatric rehabilitation.

**CONTINUED COMPETENCY**:

Must maintain a rating of “fully meets expectations” on the annual performance evaluation.

**PHYSICAL DEMANDS:** The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to type or write; and talk or hear. Lift objects up to 25 pounds and travel independently into the community.

**MENTAL DEMANDS**: Ability to manage multiple and competing priorities; make decisions under pressure; tolerate multiple and competing demands on time; think quickly.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**PNP Behavioral Health Agency**

**Clinician**

**POSITION DESCRIPTION**

( ) **NEW DESCRIPTION** ( X ) **REVISION REPLACING**: **DATE**: 1/22/08

**DEPARTMENT:** Clinic

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( x ) EXEMPT ( ) NON-EXEMPT**

**MISSION**:

To support the goals of AGENCY by providing clinical services based on best practices.

**SCOPE**:

Provide psychotherapeutic services to individuals in the outpatient clinic while collaborating with psychiatrist and treatment team in diagnosis and treatment plan.

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**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING RESULTS:**

Provide psychosocial evaluations, individual psychotherapy, group psychotherapy, and family psychotherapy which is flexible and responsive to consumers’ needs.

Participate in the development and ongoing process of an integrated service plan, helping consumers to respond constructively to treatment and assisting by focusing on goal resolution and discharge.

Serve as link between consumer, family, agency, and community services; share information with treatment team members; help to reduce fear and other feelings obstructing acceptance of psychiatric care and continuation of treatment.

Maintain clinical records in accordance with policies and procedures.

Provide a minimum of 60% direct service. Complete all requests for re-authorizations by deadline. Document intake assessments within three days of contact and treatment plans within 15 days of intake. Complete progress notes and treatment plan review in a timely manner.

Other:

* May perform other assignments and duties as assigned.

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**CONTACTS WITH OTHERS**

Staff at AGENCY, other community agencies, DCF, Criminal Justice personnel, physicians and hospital staff.

**DUTIES PERFORMED UNDER SUPERVISION:**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; disciplining employees; addressing complaints and resolving problems.

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**SUPERVISION RECEIVED:**

Ruth Manley, LCSW

**SUPERVISION EXERCISED**:

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**KNOWLEDGE**:

Familiarity with evidence-based practices for treating mental illness and substance abuse

Familiarity with DSM-!V diagnoses

**SKILLS / ABILITY TO:**

Provide clinical services

Work well with colleagues and other professionals

Maintain a professional demeanor and work in accordance with professional ethics

**OTHER REQUIREMENTS**

Provide and maintain safety for consumers and staff.

Serve as a resource within the agency.

Serve on internal and external committees as required.

Maintain and enhance professional proficiency by participating in continued education.

**LICENSURE/CERTIFICATION/REGISTRATION**:

LCSW, LPC or licensed psychologist. Current Connecticut driver’s licenses required.

**EDUCATION, EXPERIENCE AND TRAINING:**

Masters level or higher training in social work, counseling or psychology.

At least two years’ experience serving individuals with prolong mental illness.

**CONTINUED COMPETENCY**:

Must maintain a rating of “fully meets expectations” on the annual performance evaluation.

**PHYSICAL DEMANDS**:

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to type or write; and talk or hear.

**MENTAL DEMANDS**: Ability to manage multiple and competing priorities; make decisions under pressure; tolerate multiple and competing demands on time; think quickly.

**WORK ENVIRONMENT**:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**PNP Behavioral Health Agency**

Residential Counselor

**POSITION DESCRIPTION**

( ) **NEW DESCRIPTION** ( X ) **REVISION REPLACING**: **DATE**: 3-3-08

**DEPARTMENT:** Specialty Services

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( ) EXEMPT ( X ) NON-EXEMPT**

**MISSION**: The mission of the Residential Supervised Housing Program is to provide quality services that focus on the recovery and well-being of residents that promotes their integration into the community and enhances their independence skills. These comprehensive, outcome-based, culturally competent services provide prevention, education, advocacy, rehabilitation and treatment through an informed community, strong partnerships and progressive leadership.

**SCOPE**: Provide emotional support and on-site integrated, goal-oriented, individualized services to assist program residents develop and optimize their strengths, skills, and available resources. Demonstrate respect and empathy for the individual and consideration for his/her dignity and self esteem while providing teaching and skill building focused on developing independence while optimizing their quality of life.

**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING RESULTS:**

Supervision

* Oversee operation of the residence during shift and adhere to all policies and procedures;
* Maintain communication between shifts, in person or via staff communication log;
* Report all pertinent information regarding potential crisis to Residential Coordinator.

Direct Care

* Participate in the development and ongoing process of an integrated service plan;
* Develop individualized and generalized community supports;
* Ensure that all medical appointments for designated residents are scheduled, transportation arranged, and any written medical concerns are communicated to the clinic, nurses and providers as necessary.
* Ensure that case management, prevocational and supported employment, social/leisure recreation activities are being provided for designated residents;
* Submit documentation in a timely manner, i.e. logs, shift notes, progress reports, etc.;
* Serve as a link between consumer, family, agency and community services, sharing information with treatment team members, helping to reduce fear and other feelings obstructing acceptance of psychiatric care and continuation of treatment;
* Provide direct service including: monitoring consumers as they self-medicate, assisting with skill building, and crisis intervention;
* Maintain 65% direct service;
* Document observations in accordance with stated guidelines.

Other:

* Report all crises and incidents to on-call personnel within the designated timeframes noted in policies and procedures and complete agency incident report prior to end of shift;
* May perform other assignments and duties as assigned

**OTHER REQUIREMENTS**

Provide and maintain safety for consumers and staff.

Serve as a resource within the agency.

Serve on internal and external committees as required.

Maintain and enhance professional proficiency by participating in continued education.

**CONTACTS WITH OTHERS**

Administrators within AGENCY,, staff, consumers, family members, advocates, community members and providers, federal and state regulatory bodies, and board members.

**SUPERVISION RECEIVED:**

Residential Coordinator

**DUTIES PERFORMED UNDER SUPERVISION: N/A**

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**KNOWLEDGE**

* Principles, theories and practices of psychology and mental illness
* Principles, theories and practices of ABI/TBI
* Principles, theories and practices of case management
* Applicable laws, rules, regulations, ethical standards and/or policies and procedures.

**SKILLS/ABILITY:**

* Ability to engage with consumers in programs and activities designed to teach and strengthen independent living skills, with an emphasis on stimulating an awareness of individual potential.
* Ability to plan and implement activities that widen horizons, increase familiarity and comfort in the community and reinforce appropriate social skills.
* Ability to help consumers identify, explore and set personal goals that can be turned into clearly stated and written goals which can be broken down into clear, measurable objectives.
* Ability to help consumers locate and explore available community resources, as appropriate, to advance their stated goals land promote community integration.
* Ability to explore opportunities to help the consumer develop confidence that change is possible and expand awareness in avenues not previously explored.

**LANGUAGE:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one situations.

**MATHEMATICAL:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**LICENSURE/CERTIFICATION/REGISTRATION**:

Current Connecticut Driver's License. May be required to use own vehicle on company business and to transport clients. Certification in First Aid, CPR will be required within the first six months of employment.

**EDUCATION, EXPERIENCE AND TRAINING:** Bachelor's degree in related field; or High School degree, GED, with minimum of 3 years related experience and excellent oral and written communication skills.

**CONTINUED COMPETENCY**:

Must maintain a rating of “fully meets expectations” on the annual performance evaluation.

**PHYSICAL DEMANDS:**

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to type or write; and talk or hear, lift objects up to 5 lbs, and travel independently into the community.

**MENTAL DEMANDS**:

Ability to manage multiple and competing priorities; make decisions under pressure; tolerate multiple and competing demands on time; think quickly.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**PNP Behavioral Health Agency**

Employment Specialist

**POSITION DESCRIPTION**

( ) **NEW DESCRIPTION** ( X ) **REVISION REPLACING**: **DATE**: September 28, 2007

**DEPARTMENT:** Specialty Services

***TO BE COMPLETED BY HUMAN RESOURCES****:*

**( ) EXEMPT ( x ) NON-EXEMPT**

**MISSION**: To support people in recovery to find, get and keep competitive employment of their choice, utilizing evidence based practice.

**SCOPE**: Identify opportunities for competitive employment; provide the skill building and supports necessary to assist the individual in obtaining and maintaining their own goals related to employment.

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**ACCOUNTABLE AND RESPONSIBLE FOR THE FOLLOWING RESULTS:**

Direct services:

* Provide vocational counseling and career exploration for person in recovery.
* Develop job sites in accord with individual needs.
* Provide on-the-job training and support services.
* Conduct career planning classes and vocational groups as needed.
* Provide direct service in accordance with contractual guidelines.
* Collaborate with Community Support Teams by having a representative of vocational services at team meetings, providing vocational consultation to the team, as well as an opportunity to link a person in recovery to vocational services..

Quality Management:

* Maintain records in accord with policies and procedures.
* Produce reports as assigned.
* Meet or exceed the established outcome measures of AGENCY and our funding source.

Other:

* May perform other assignments and duties as assigned.

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**CONTACTS WITH OTHERS** Administrators within AGENCY, staff, residents, family members, advocates, community members and providers, federal and state regulatory bodies, employers and board members.

**DUTIES PERFORMED UNDER SUPERVISION: NA**

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**SUPERVISION RECEIVED:** Coordinator of Recovery Services

**SUPERVISION EXERCISED**: N/A

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**OTHER REQUIREMENTS**

Provide and maintain safety for consumers and staff.

Serve as a resource within the agency.

Serve on internal and external committees as required.

Maintain and enhance professional proficiency by participating in continued education.

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**SKILLS/ABILITY**

* Strong interpersonal and organizational skills
* Ability to motivate and inspire others and lead by example
* The ability to promote community based independence through skill building, consumer choice and constructive feedback as appropriate
* Ability to maintain appropriate boundaries
* Excellent communication skills
* Ability to document according to state and federal guidelines
* Comply with policies and procedures
* Ability to incorporate feedback from consumers, supervisors and peers and the willingness to implement changes
* Ability to use a computer, to write resumes
* Ability to read newspaper job postings
* Self motivated ,creative thinker
* Strong negotiating skills
* Ability to relate to a diverse group of individuals
* Ability to flex work schedule to accommodate the needs of the individual.
* Ability to motivate and inspire others and lead by example
* Task-oriented and reliable/strong work ethic
* Willingness to learn and teach others
* Knowledge of or ability to learn about the Dartmouth Individual Placement Model of Services.

**LANGUAGE:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one situations.

**MATHEMATICAL:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**LICENSURE/CERTIFICATION/REGISTRATION**: Valid CT driver’s license

**EDUCATION, EXPERIENCE AND TRAINING:** Bachelor’s degree preferred in a related field. Bachelors may be substituted with 3 years mental health experience in a community setting.

**CONTINUED COMPETENCY**:

Must maintain a rating of “fully meets expectations” on the annual performance evaluation.

**PHYSICAL DEMANDS:** The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to type or write; and talk or hear.

Able to drive passenger vehicles.

**MENTAL DEMANDS**: Ability to manage multiple and competing priorities; make decisions under pressure; tolerate multiple and competing demands on time; think quickly.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**PNP DCF Funded Agency**

**TITLE:**  **Clinical/School Social Worker**

**DEPARTMENT:** Education

**DATE:** Rev. 10/05, 12/06, 4/07, 2/10

**DEFINITION:**

The Clinical/School Social worker will be responsible for clinical services and general case management within the context of a treatment team for youth and families served by AGENCY.

In this position the Clinical/School Social Worker will be responsible for providing various types of counseling and therapy to youth and families. The Clinical/School Social Worker is part of a multidisciplinary team and is responsible for providing information, strategies and a clinical perspective, along with promoting teamwork in the treatment of youth. The Clinical/School Social Worker will be the liaison to outside agencies and personnel; DCF, hospitals, insurance/managed care, the legal system, private consultants, etc. The Clinical/School Social Worker will be accountable to the Director of Education. The Clinical/School Social Worker is expected to maintain appropriate personal boundaries with all people while on shift. The Clinical/School Social Worker is expected to be sensitive to a culturally diverse population. The Clinical/School Social Worker will be expected to perform other related duties.

**POSITION STATUS**: Exempt

**COMPETENCIES AND RESPONSIBILITIES:**

1. Provide effective individual, group and family therapy.
2. Arrange for psychiatric, psychological and other specialized testing and evaluation.
3. Coordinate and contribute to diagnostic, treatment team, case review and discharge conferences.
4. Maintain regular contact with, and also attend and contribute to, all decision-making conferences involving outside agencies, i.e. DCF, juvenile courts, community resources, school districts, other treatment providers and alternative placements.
5. Maintain regular contact with the instructional staff and members of the treatment team regarding clinical issues, and interdepartmentally regarding changes in status.
6. Ensure that legal rights of the child are protected and incidents of abuse or neglect are reported to management/administrator.
7. Review intake material and participate in pre-placement visits, as assigned.
8. Maintain records for admissions, treatment team reviews, case conference reviews, progress reports and discharge summaries.
9. Facilitate the Master Treatment Plan process with clients and updates weekly or as needed.
10. Assist childcare staff in the management of children’s behavior, when assigned.
11. Participate in providing Quality Assurance statistics and Client Outcome Measures. Maintain good standing with the Professional Staff Organization.
12. Participates in staff and departmental meetings, in-service training programs, and attends childcare meetings, workshops, and conferences. Effectively utilizes supervision.
13. Successfully complete CCG (Crisis Consulting Group) training and perform physical restraints with clients when needed.
14. Maintains all mandatory training including CPR, Boundary Training, Fire Safety Training, MSDS Training, Blood Borne Pathogens Training

* Maintains appropriate personal boundaries with young people and families served at The Children's Center of Hamden. Adheres to AGENCY’s Boundary Code of Ethics.
* Performs any other related work assigned and any work specific to their specific programs.
* Is aware of the Policy and Procedure Manuals and can access information as needed.
* Demonstrates sensitivity and awareness regarding cultural diversity as it relates to the client population.
* Provides comprehensive clinical assessments and interventions per Agency policy including issues of cultural diversity.
* Maintains care, welfare, safety and security of the children by reporting conditions which are or could be considered safety hazards.

**QUALIFICATIONS:**

**Critical Physical Demands:**

Definition: Critical demands are the physical capabilities required to perform the essential functions of a job.

* Must be able to carry up to 50 pounds.
* Must be able to push up to 50 pounds.
* Must be able to pull up to 50 pounds.
* Must be able to turn repetitively to the right and left while standing.
* Must be able to half-knee/kneel at a constant level.
* Must be able to sustain a forward bending position.
* Must be able to stair climb without a heart rate exceeding 90% maximum heart rate at anytime.

**Skills:**

Working knowledge of DSM IV, ability to engage clients in a therapeutic relationship in individual, family and group modalities of treatment. Ability to design and implement therapeutic interventions to promote positive change. Knowledge of substance abuse treatment and child development. Ability to work with adolescents and their families, work well independently within a treatment team philosophy. Good verbal and written communication skills. Bilingual preferred.

**Education:**

MSW, MFT, MA or MS in social services or related field.

**Previous Experience and/or Training:**

One year experience. Training in child psychopathology and developmental psychology.

Ability to become certified School Social Worker preferred.

**PNP DCF Funded Agency**

**TITLE: Childcare Worker**

**DEPARTMENT:** Residential

**DATE:** Rev. 6/04, 12/06, 4/07, 2/10

**DEFINITION:**

A Childcare Worker works as a member of the treatment team and together with other members provides treatment services to young people. A Childcare Worker is a role model and is responsible for the care, welfare, safety and security of young people. The nature of the care varies depending on the young person’s needs. The work involves physical care and custody, guidance in personal hygiene, work and study habits, and social, spiritual and recreational activities. Childcare Workers supervise young people in housekeeping chores and responsibilities and in recreational activities. Childcare Workers record observed positive and negative interactions for the individual young person with both peers and adults. Childcare Workers have housekeeping and food service responsibilities. Childcare Workers will also be responsible for transporting young people to appointments and other Agency events. The Childcare Worker will be accountable to the Program Supervisor and will have their work monitored by the Program Supervisor. The Childcare Worker is expected to maintain appropriate personal boundaries with all people while on shift. Childcare Workers will be expected to perform other related duties.

**POSITION STATUS:** Non-exempt

**COMPETENCIES AND RESPONSIBILITIES:**

* Plans and supervises the daily activities of the cottage life program both on and off grounds. Supervises the daily activities of young people, including retiring in the evening and rising in the morning, dressing, eating, working, playing, and studying. Teaches young people daily living skills including personal hygiene, acceptable manners, and good work and study habits. Drives residents to off-grounds activities, recreation trips, and appointments.
* Maintains care, welfare, safety and security through direct supervision of young people. Recognizes and corrects conditions which are, or could be, considered safety hazards.
* Demonstrates sensitivity and awareness regarding cultural diversity as it relates to the client population.
* Supervises and performs household duties such as cleaning, food services, care and maintenance of clothing, linens, and furnishings, when teaching young people these skills.
* Maintains order and discipline through positive and progressive treatment modalities. Helps to keep the program safe. Effectively deals with crisis situations as per Agency policy.
* Childcare workers are treatment team members and as such, are expected to monitor youths’ treatment plans, participate in treatment team and provide objective feedback regarding behaviors and social skills.

Participates in staff and departmental meetings, in-service training programs, and attends childcare meetings, workshops, and conferences. Effectively utilizes supervision.

* Successfully complete CCG (Crisis Consulting Group) training and perform physical restraints with clients when needed.
* Maintains all mandatory training including CPR, First Aid, Boundary Training, Fire Safety Training, Driver Safety Training, MSDS Training, Blood Borne Pathogens Training.
* Records and reports observed positive and negative individual behavior, especially in the cottage living and recreational areas. Maintains, and is responsible for, the safe keeping of client records, including progress notes, case conference reports and other required administrative data. Maintains a file pertaining to institutional policies as well as ensuring personal compliance with administrative directives. Maintains accurate and timely paperwork and recordkeeping. Is aware of the Policy and Procedure Manual for Residential Treatment and can access information as needed.
* Maintains appropriate personal boundaries with young people and families served at The Children's Center of Hamden. Adheres to AGENCY’s Boundary Code of Ethics.
* Performs any other related work assigned.

**QUALIFICATIONS:**

**Critical Physical Demands:**

Definition: Critical demands are the physical capabilities required to perform the essential functions of a job.

* Must be able to carry up to 50 pounds.
* Must be able to push up to 50 pounds.
* Must be able to pull up to 50 pounds.
* Must be able to turn repetitively to the right and left while standing.
* Must be able to half-knee/kneel at a constant level.
* Must be able to sustain a forward bending position.
* Must be able to stair climb without a heart rate exceeding 90% maximum heart rate at anytime.

**Skills:**

Knowledge of childcare and housekeeping methods. Ability to understand the problems and needs of youth who are substance abusers and who have been involved with the Juvenile Justice System. Ability to supervise groups of young people on work assignments and in their recreational activities. Ability to maintain discipline and order. Interest in young people and mature judgement in dealing with their behavioral problems. A valid driver’s license with a safe driving record is also required.

**Education:**

High school diploma or equivalent required. BA/BS in Human services preferred.

# Previous Experience and/or Training

One to two years' residential treatment experience preferred. Knowledge and experience working with young people aged 8-18.

**PNP DCF Funded Agency**

**TITLE:**  **Clinical/School Social Worker**

**DEPARTMENT:** Clinical Day School

**DATE:** Rev. 10/05, 12/06, 4/07, 2/10

**DEFINITION:**

The Clinical/School Social worker will be responsible for clinical services and general case management within the context of a treatment team for youth and families served by AGENCY.

In this position the Clinical/School Social Worker will be responsible for providing various types of counseling and therapy to youth and families. The Clinical/School Social Worker is part of a multidisciplinary team and is responsible for providing information, strategies and a clinical perspective, along with promoting teamwork in the treatment of youth. The Clinical/School Social Worker will be the liaison to outside agencies and personnel; DCF, hospitals, insurance/managed care, the legal system, private consultants, etc. The Clinical/School Social Worker will be accountable to the Director of Education. The Clinical/School Social Worker is expected to maintain appropriate personal boundaries with all people while on shift. The Clinical/School Social Worker is expected to be sensitive to a culturally diverse population. The Clinical/School Social Worker will be expected to perform other related duties.

**POSITION STATUS**: Exempt

**COMPETENCIES AND RESPONSIBILITIES:**

1. Provide effective individual, group and family therapy.
2. Arrange for psychiatric, psychological and other specialized testing and evaluation.
3. Coordinate and contribute to diagnostic, treatment team, case review and discharge conferences.
4. Maintain regular contact with, and also attend and contribute to, all decision-making conferences involving outside agencies, i.e. DCF, juvenile courts, community resources, school districts, other treatment providers and alternative placements.
5. Maintain regular contact with the instructional staff and members of the treatment team regarding clinical issues, and interdepartmentally regarding changes in status.
6. Ensure that legal rights of the child are protected and incidents of abuse or neglect are reported to management/administrator.
7. Review intake material and participate in pre-placement visits, as assigned.
8. Maintain records for admissions, treatment team reviews, case conference reviews, progress reports and discharge summaries.
9. Facilitate the Master Treatment Plan process with clients and updates weekly or as needed.
10. Assist childcare staff in the management of children’s behavior, when assigned.
11. Participate in providing Quality Assurance statistics and Client Outcome Measures. Maintain good standing with the Professional Staff Organization.
12. Participates in staff and departmental meetings, in-service training programs, and attends childcare meetings, workshops, and conferences. Effectively utilizes supervision.
13. Successfully complete CCG (Crisis Consulting Group) training and perform physical restraints with clients when needed.
14. Maintains all mandatory training including CPR, Boundary Training, Fire Safety Training, MSDS Training, Blood Borne Pathogens Training

* Maintains appropriate personal boundaries with young people and families served at The Children's Center of Hamden. Adheres to AGENCY’s Boundary Code of Ethics.
* Performs any other related work assigned and any work specific to their specific programs.
* Is aware of the Policy and Procedure Manuals and can access information as needed.
* Demonstrates sensitivity and awareness regarding cultural diversity as it relates to the client population.
* Provides comprehensive clinical assessments and interventions per Agency policy including issues of cultural diversity.
* Maintains care, welfare, safety and security of the children by reporting conditions which are or could be considered safety hazards.

**QUALIFICATIONS:**

**Critical Physical Demands:**

Definition: Critical demands are the physical capabilities required to perform the essential functions of a job.

* Must be able to carry up to 50 pounds.
* Must be able to push up to 50 pounds.
* Must be able to pull up to 50 pounds.
* Must be able to turn repetitively to the right and left while standing.
* Must be able to half-knee/kneel at a constant level.
* Must be able to sustain a forward bending position.
* Must be able to stair climb without a heart rate exceeding 90% maximum heart rate at anytime.

**Skills:**

Working knowledge of DSM IV, ability to engage clients in a therapeutic relationship in individual, family and group modalities of treatment. Ability to design and implement therapeutic interventions to promote positive change. Knowledge of substance abuse treatment and child development. Ability to work with adolescents and their families, work well independently within a treatment team philosophy. Good verbal and written communication skills. Bilingual preferred.

**Education:**

MSW, MFT, MA or MS in social services or related field.

**Previous Experience and/or Training:**

One year experience. Training in child psychopathology and developmental psychology.

Ability to become certified School Social Worker preferred.

**PNP DCF Funded Agency**

**TITLE:**  **Childcare Worker**

**DEPARTMENT:** Day Programs

**DATE:** Rev. 1/01, 4/02, 6/04, 1/07, 4/07, 1/10, 2/10

**DEFINITION:**

A Childcare Worker is a role model and is responsible for the care, custody, and training of children. The nature of care varies to some extent in accordance with the reasons for which the children are referred. The work involves physical care and custody and guidance in personal hygiene, work and study habits, and social, spiritual, and recreational activities. Employees supervise the children in housekeeping chores and responsibilities and in the formalized and non-formalized recreational and leisure time activities. Employees record observed behaviors and interactions with groups and peers. Employees may have limited food service and housekeeping responsibilities. The employee will be accountable to the Clinical Coordinator of the Day Programs Department and will have their work monitored by the Coordinator. The employee will be expected to perform other related duties. Additionally, duties include crisis intervention, crisis counseling, and monitoring of students in crisis.

This position is under the supervision of the Clinical Coordinator of the Day Programs for all matters relating to work performed within the Day Programs Department.

**POSITION STATUS**: Non-exempt

**COMPETENCIES AND RESPONSIBILITIES:**

1. Assist in planning and supervising the Day Program student’s activities and program activities both on and off grounds.
2. Supervises the daily activities of children, including morning routines, eating, working, playing, and studying.

* Maintains care, welfare, safety and security through direct supervision of the children, in addition to recognizing and correcting conditions which are, or could be, considered safety hazards.
* Demonstrates sensitivity and awareness regarding cultural diversity as it relates to the client population

1. Supervises and, when necessary, performs household duties such as cleaning, food services, care and maintenance of property and vehicles, while at the same time teaching children these skills.
2. Maintains order and discipline through positive and progressive treatment modalities. Effectively deals with crisis situations as per Agency policy.
3. Transport clients to and from program and to off grounds activities.
4. Participates in staff and departmental meetings, in-service training programs, and attends Day Program meetings, workshops, and conferences. Effectively utilizes supervision.
5. Records and reports observed behaviors.
6. Guides children in their emotional and social growth and provides interventions that will assist youth to achieve goals on their Master Treatment Plan.
7. Maintains, and is responsible for, the safe keeping of Agency records, including children’s case histories, behavioral adjustment, daily population, and other required administrative data.
8. Maintains a file pertaining to Agency policies as well as ensuring personal compliance with administrative directives.
9. Maintains accurate and timely paperwork and record-keeping.
10. Successfully complete CCG (Crisis Consulting Group) training and perform physical restraints with clients when needed.
11. Maintains any & all mandatory training including CPR, First Aid, Boundary Training, Fire Safety Training, Driver Safety Training, MSDS Training, Blood Borne Pathogens Training.
12. Maintains appropriate personal boundaries with young people and families served at AGENCY. Adheres to The Children's Center of Hamden’s Boundary Code of Ethics.
13. Performs any other related work assigned.

**QUALIFICATIONS:**

**Critical Physical Demands:**

Definition: Critical demands are the physical capabilities required to perform the essential functions of a job.

* Must be able to carry up to 50 pounds.
* Must be able to push up to 50 pounds.
* Must be able to pull up to 50 pounds.
* Must be able to turn repetitively to the right and left while standing.
* Must be able to half-knee/kneel at a constant level.
* Must be able to sustain a forward bending position.
* Must be able to stair climb without a heart rate exceeding 90% maximum heart rate at anytime.

**Skills:**

Knowledge of childcare and of teaching methods. Ability to understand children’s problems and needs, and to supervise children. Ability to maintain discipline and order. Interest in children and mature judgment in dealing with their behavior problems. A valid driver’s license with a safe driving record is also required.

**Education:**

BA/BS in Human Services preferred.

**Previous Experience and/or Training:**

Teaching experience and child care experience of 2+ years preferred, ability to obtain a Public Service License.