

POSITION DESCRIPTION

CLASSIFICATION TITLE: Consumer Services Specialist III

POSITION TITLE: Psychosocial Rehabilitation Counselor

General Statement of Responsibilities:

This (FLSA Non-exempt) position has the responsibility of providing education and training to adults with serious mental illness aimed at developing problem solving skills, enhancing self-esteem, developing pre-vocational skills, improving social/relationship skills and facilitating enhanced community integration and recovery within a psychosocial rehabilitation setting. The incumbent is responsible for documentation according to agency policy and Medicaid and Licensure regulations including service documentation and development and review of psychosocial rehabilitation plans. Advocating for persons with mental illness within the service sector and the community at large is a major component of this position.

In carrying out position responsibilities, the incumbent reports to and receives supervision from the Psychosocial Rehabilitation Supervisor. The incumbent is required to exercise sound judgment, demonstrate initiative, utilize creativity in programming, maintain confidentiality, and sustain effective intra- and inter-agency working relationships.

MAJOR DUTIES:

- Provide psycho-educational activities and conduct groups to teach consumers about mental health, wellness, self-help and appropriate medication to avoid complications and relapse;
- Provide opportunities to consumers to learn and use independent living skills, and to enhance social and interpersonal skills within a supportive and normalizing program structure and environment;
- Participate in and monitor unit activities by consumers;
- Model and encourage good work skills and appropriate social skills for consumers at all times;
- Conduct case management/follow-up services and coordinate with family, support persons, and other human service agencies in order to provide support and assistance;
- Provide supportive counseling to individuals, families, and groups in order to maintain the consumers in the community;
- Complete evaluations, observations, and interviews to develop individualized treatment plans within the necessary time frames for billing;

- Develop and sustain healthy, positive working relationships with consumers, as well as, professionals;
- Ensure that documentation is timely and reflects progress toward treatment plan goals or barriers to their achievement, in specific, concrete language;
- Ensure that sign-in sheets are complete, accurate and submitted in a timely manner;
- Attend and participate in all PSR staffings as scheduled;
- Provide transportation to all assigned community integration activities and maintain a safe driving record;
- Complete incident reports within the time frame required and send to the Clinical Director of Mental Health Services and Quality Improvement;
- Coordinate service with other agency staff and private providers;
- Participate in all educational and awareness programs upon the request of the Psychosocial Rehabilitative Supervisor; and
- Perform other job related duties as directed by the Psychosocial Rehabilitative Supervisor, Clinical Director of Mental Health Services and Quality Improvement and/or the Executive Director.

QUALIFICATIONS:

The incumbent must be a QMHP and have position-related experience with the population served as well as possess the following knowledge, skills, and abilities:

Knowledge of: The chronically mentally ill; principles/techniques of psychosocial rehabilitation; psychotropic medications; principles of recovery and community integration; substance use disorders; principles/techniques of individual, family, and group counseling; intra- and inter-agency coordination; local human service agencies; principle/techniques of case management/follow-up services; and food service and related sanitation.

Skills (s) in: Implementing the daily operation of a psychosocial/day support program, which includes planning, organizing, and implementing daily activities; providing case management/follow up services; coordinating consumer services; providing supportive counseling services to the specified population; verbal, written and interpersonal communications; supervising, organizing, and motivating participation in all phases of psychosocial programming; maintaining accurate documentation; and encouraging safe practices amongst consumers at the clubhouse.

Ability (ies) to: Implement a psychosocial/day support program; manage and maintain an active caseload; utilize technology in everyday work duties; intervene with consumers in crisis situations according to agency protocols; transport consumers in agency vehicles to program sites as required; provide supportive counseling as well as

