

POSITION DESCRIPTION

CLASSIFICATION TITLE: Consumer Services Specialist V

POSITION TITLE: Clinician-Veteran Specific

General Statement of Responsibilities:

Under the supervision of a licensed clinician, this professional level (FLSA Exempt) position has the responsibility for the day-to-day provision of mental health and substance abuse clinical services operated under the direction of the Eastern Shore Community Services Board. Service provision will be to children, adolescents, and/or adults, especially focusing on Veterans, active duty members and their families.

General area of responsibilities include:

- The day-to-day provision of MH/SA clinical services;
- Inter- and intra-agency coordination of consumer services;
- Thorough documentation of services provided in accordance with applicable Medicaid, licensure, and agency regulations; and
- Provide treatment specializing in Post-Traumatic Stress Disorder and other forms of trauma and substance abuse for veterans, active duty members and their families.

In carrying out position responsibilities the incumbent reports to and receives supervision from the Coordinator of MH/SA Outpatient Services. The incumbent is required to exercise sound judgment, demonstrate initiative, exercise effective time management skills, maintain confidentiality, sustain intra- and inter-organizational working relationships, and develop and maintain sound, qualitative, well organized mental health and substance abuse clinical services.

MAJOR DUTIES:

- Assess mentally ill and substance abusing children, adolescents, and adults to develop individual treatment plans.
- Ensuring that veterans, active duty members and family members obtain behavioral health treatment services and support.

- Provide out-patient clinical mental health and substance abuse services to include individual and group counseling and structured programs for the community;
- As directed, provide day time or after-hours emergency services;
- Provide case consultation services to other human service agencies upon request;
- Provide timely and appropriate written documentation of services provided in accordance with Medicaid, state licensure, and ESCSB requirements;
- Develop strategies to sustain maximum direct service time utilization; and
- Perform other position-related duties as directed by the Clinic Coordinator and/or the Director of Clinical Services.

QUALIFICATIONS:

The incumbent must hold a related master's degree, have position-related experience with the population served in an outpatient setting, and possess the following knowledge, skills, and abilities.

Knowledge of: Mental illness and substance abuse and the treatment thereof; child and adolescent development; principles of case management and family systems dynamics; play therapy; principles/techniques of individual and group counseling; inter- and intra-agency coordination of services for children and adults with MH & SA disabilities. Experience working with veterans, active duty members and their families.

Skill (s) in: Implementing behavioral, cognitive, and interpersonal therapy; problem solving; family systems; needs assessment; individual and group counseling; effectively coordinating inter- and intra-agency MH & SA services;

Ability (ies) to: Provide mental health and substance out-patient counseling services to the specified population; document services appropriately and in a timely manner; demonstrate initiative; maintain confidentiality; interface with local human services that may be of assistance in or have direct involvement with consumer services provision; sustain effective working relationships, and effectively communicate in oral and written form.

HIPAA Access Level: 2=access to all consumer information

ORGANIZATION LEVEL:

EXECUTIVE DIRECTOR

DIRECTOR OF CLINICAL SERVICES

COORDINATOR OF MH/SA OUTPATIENT SERVICES

CLINICIAN

SALARY &/OR HOURLY RATE RANGE:

Classification Level X

EFFECTIVE DATE:

April 22, 2021

POSITION DESCRIPTION CONTENT:

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

SIGNATURES:

Clinician

Date

Coordinator of MH/SA Outpatient Services

Date

Director of Clinical Services

Date

Executive Director

Date

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