



WORKING TITLE: SUPPORTED HOUSING SPECIALIST	CLASSIFICATION: HUMAN SERVICES ASSOCIATE
DEPARTMENT: HEALTH & HUMAN SERVICES	DIVISION: COMMUNITY SUPPORT SERVICES/ADULT BEHAVIORAL HEALTH
PAY RANGE: OPEU 14	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8832
PPE: PER WORK LOCATION	REVISION DATE: APRIL 2017

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Performs a variety of tasks consistent with the experience and capabilities of the individual; assists in planning and providing individual and group skills training and medication monitoring support, may provide individual and group skills training; provides case management, community based wrap around supports, supportive counseling with clients individually, conjointly, may participate in research and programs evaluation activities; maintains client records and other administrative tasks as required; may assist in training volunteers with request and guidance of supervisor; performs other tasks as assigned.

SUPERVISION RECEIVED:

Works under supervision of the program manager.

SUPERVISION EXERCISED:

May provide some supervision to Human Service Techs and/or volunteers as designated by program supervisor.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Participates in team/program staff meetings and business meetings as scheduled by program supervisor.
- Assists in program evaluation and research activities as necessary.
- Participates in supervision with Supervisor as scheduled per ISSR.
- Provides education and information to promote public interest and advocacy for services for people who are chemically dependent, and who have psychiatric, emotional and developmental disabilities with supervisor approval as necessary.
- Maintains current records of treatment as required including contribution to individual support and service plans, updates of plans, summaries and reports of progress according to agency standards for timelines and Completeness/quality per contract mandates, OAR's and Medicaid Rule.

- Prepares necessary reports; performs other administrative tasks required by the program supervisor.
- Leads skills training groups/programs.
- Participates in staff or case conferences with other disciplines regarding evaluation and treatment planning for clients.
- Assists in program evaluation and research activities.
- Prepares statistics and other administrative reports as required.
- Serves as expediter and/or link between clients and/or other needed services.
- Assists in providing information to QMHP/LMP in evaluations of clients and families with problems of a less complex nature.
- Provides individual support to clients and/or families as needed.
- Provides medication monitoring and skills training of clients in supported housing program and/or independent setting with oversight of RN and supervisor.
- Assists in preparing service plans and annotates daily progress as required by administrative rule.
- Works with community caretakers regarding clients' more complex problems.
- Promotes and assists in development of new programs and resources in the community as needed.
- Provides intensive treatment structure and support for adults and children.
- Provides case management services and community-based wrap around services.
- Acts as primary caregiver, i.e. skill trainer, obtaining/processing urine samples for drug testing, etc.
- Engages in collaborative problem solving and person-centered services with clients.
- Documents on medication administration records with training and oversight of RN and supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Mental Health & Chemical Dependency Crisis/Respite Programs:
 - A) In conjunction with Mental Health QMHP or after hours QMHP crisis staff, assist in screening consumers for placement.
 - B) Provide transportation from locations throughout the local and outlying communities to the placement, explain crisis intake contract, guidelines, information sheets, assist consumer in entering apartment and in stabilizing.
 - C) Provide medication monitoring as designated by the program supervisor.
 - D) Provide transportation and assistance to various agencies in the community and outlying areas to obtain or secure entitlements.
 - E) Assist in making phone calls and/or paperwork process to obtain or secure entitlements.
 - F) Assist in securing housing options after crisis placement if needed and designated by assigned therapist.
 - G) Coordination of further duties with consumer and therapist (treatment team).
 - H) In conjunction with Mental Health on-call staff, assist in initiating emergency procedures as necessary for consumers residing in program.
 - I) Assess client's appropriateness in maintaining safety for themselves and others around them during stay in conjunction with assigned therapist and/or Mental Health on-call staff.

- J) Be available periodically to check in on consumer to provide support, through supportive counseling or assisting consumer in accessing resources.
- K) Responsible to assist client at times in cleaning unit and to restock unit between client placements.
- L) Provide assistance with minor maintenance, i.e. clogged toilet.
- M) Keep appropriate detailed records of data for reporting and billing purposes.
- N) Perform other duties required by Adult Mental Health Program Manager.

2. Long-Term Housing:

- A) Provide skill training, money management, case management, recreational activities (providing transportation when appropriate to consumers).
- B) Assist therapist (treatment team) in developing treatment plan of supports/resources to obtain and maintain for consumer prior to transitioning out and resuming independent living status in the community.
- C) Provide transportation to various resources in the community and outlying areas for shopping, obtaining entitlements, job searching, doctor appointments, hospital placements, apartment/housing searching and moving in/out during the transition period to/from Bridges.
- D) Obtaining and/or maintaining entitlements such as: Section 8, OHP, Food Stamps, General Assistance, Social Security, and Social Security card replacement, Drivers License/Photo I.D. replacement/renewal as designated by treatment plan or as needed.
- E) Assist in supporting consumer in maintaining participation and success as designated by treatment plan.
- F) Assist consumer in maintaining working relationship with work and/or school.
- G) Provide medication monitoring as designated by assigned LMP
- H) Assist consumer in working with Housing Authority to maintain stable status of apartment.
- I) Enforce violation procedures through, warnings, probation, natural consequences, and eviction. Done in coordination with Adult Mental Health therapist and treatment team to consumer who violates contract and/or house rules.
- J) Assist consumer in budgeting, pricing, purchasing items needed for apartment for placement
- K) Assist consumer in locating apartments to transition into and in gathering appropriate information to assist in filling out application packets.
- L) Provide transitional ILP support for people moving out of Bridges into community as designated by therapist.
- M) Keep appropriate detailed records of data for reporting and billing purposes.
- N) Available for up to seven (7) hours of ILP time to consumers in the community as designated by therapists.
- O) Provide supportive counseling, crisis intervention, and other duties required by the therapist and/or Adult Mental Health Program Manager and Mental Health Director.

3. Facilitate group skills training activities on community-integrated work crews for treatment and rehabilitative purposes.

4. May include individualized intensive community integration services and supports for high risk and high need individuals with serious mental illness.

KNOWLEDGE OF:

- Concepts and principles of recovery for individuals with serious mental illness and co-occurring substance use disorders.
- Motivational interviewing and stages of change.
- How trauma may affect victims to promote trauma sensitive services
- Models, tools and techniques to assist individuals with SMI in maintaining successful community tenure.
- Use and documentation of Medication Administration Records
- General mental health, co-occurring disorders and other issues related to people with SMI.
- Skill training interventions that support clients in achieving recovery goals.
- Mandatory reporting requirements and the appropriate levels of information to be shared.
- Confidentiality rules, especially those specific to program area.
- Policy, rules and regulations for program.
- Community and partner agencies and resources relevant to program.
- Impact of income on a client's benefits (e.g., SSDI, SSI, food stamps, housing subsidies)

SKILL IN:

- Understanding and working with persons with developmental and psychiatric disabilities and alcohol and other substance abuse issues.
- Effective communication, both orally and in writing.
- Interviewing individuals from various backgrounds.
- Maintaining confidentiality.

ABILITY TO:

- Partner with consumers to creatively support them in attaining their recovery, wellness, and employment goals.
- Develop allied partnerships with HAYC, landlords, physicians, pharmacies to assist residents in maintaining community tenure
- Collaborate with mental health case managers, RN's, psychiatrists, and other local community and State agencies.
- Assist/support clients in development of individual service and support plans.
- Perform necessary case management duties to assist client in obtaining or maintaining entitlements.
- Write concisely and perform administrative tasks, including documenting via electronic medical record systems.
- Prepare concise and complete client treatment and progress records in a timely manner.
- Spend 80% of work hours in the community.
- Operate a motor vehicle and transport clients in County Vehicles.
- Interpret and apply laws and policies to specific problems related to program delivery.
- Operate in the Microsoft Windows environment inclusive of using Word, Excel, database management and record keeping programs, general keyboarding, and other computer skills.
- Attend work as scheduled and/or required.

EXPERIENCE AND TRAINING:

Bachelor's degree in human services related field OR at least one year of experience AND two years' post high school education OR a high school diploma AND three years' experience in human services. Must meet QMHA\QADAC requirements set forth in the State Medicaid rule.

NECESSARY SPECIAL QUALIFICATIONS:

Knowledge of psychiatric medications and how to use and document Medication Administration Records Must have an NPI number or be able to get one upon employment. Must not be excluded from participation in federal health care or federally funded programs that provide health benefits and must not be excluded from participation in federal procurement (Federal Acquisition Regulation) and non-procurement activities (Executive Order No. 12549).

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Will be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent works in the community and an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also involves travel to clients' homes and meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands 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.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.