

WORKING TITLE: OLDER ADULT BEHAVIORAL HEALTH SPECIALIST	CLASSIFICATION: HUMAN SERVICES SPECIALIST III
DEPARTMENT: HEALTH AND HUMAN SERVICES	DIVISION: ENHANCED RESIDENTIAL & OUTREACH
PAY RANGE: OPEU 22	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8832
PPE: PER WORK LOCATION	REVISION DATE: MAY 2020

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Performs community-wide coordination, planning, prevention & health promotion, and education related to older adult services. Assesses community needs, identifies gaps in services, eliminates barriers, promotes best practices and evidence-based approaches, offers placement and transition assistance, provides information and training, and maintains information on area resources for older adults. Works closely with multiple agencies, systems, and individuals including Yamhill County Health and Human Services (YCHHS) Programs, Oregon Addictions and Mental Health Division (AMH), Aging and People with Disabilities (APD), the Area Agency on Aging (AAA), Aging and Disability Resource Connection (ADRC), Yamhill Community Care Organization (YCCO), healthcare systems (i.e., hospitals, physicians, nursing facilities and other care settings), consumer groups, advocates, caregivers and family members to assure appropriate services are available, provided with dignity, and responsive to individual needs.

SUPERVISION RECEIVED:

Works under the supervision of a Program Supervisor or Program Manager.

SUPERVISION EXERCISED:

May provide some supervision to Human Service Specialists, Human Service Associates and/or Human Service Technicians as designated by program manager.

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:

- Performs duties of Human Services Specialist I and II, as needed.
- Supports Program Manager in activities related to overall management of program operations.
- Participates in all aspects of program development in order to ensure fidelity to evidence-based practices and continuous quality improvement.
- Provides direct treatment in the form of primary counseling, case management, discharge planning, and other treatment services in mental health.
- Performs screening activities and referrals to appropriate services.
- Provides emergency services to persons who are a danger to themselves or others or who have overdosed on alcohol or other drugs.
- Provides in-service training programs for other professional persons or facility staff.
- Participates in team/program staff and business meetings as scheduled.
- Assists in program evaluation and research activities.

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- Participates in regular supervision with Supervisor as scheduled.
- 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.
- Maintains current records of treatment as required, including intake/assessments, care and treatment plans, updates of plans, summaries and reports of progress.
- Facilitates placement in higher levels of care as criteria for these placements is met by client. This can include hospital, residential, or other levels of care.
- Represents the human services program to the community and promotes community interest in mental health issues.
- Assumes total responsibility for caseload, works independently, and requires very little supervision.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Acts as liaison and provides coordination/collaboration between local, regional, and state agencies, healthcare systems, consumer groups, advocates, caregivers, family members, and other community services to create integrated plans and provide/promote a full range of appropriate services for each individual.
- Facilitates ongoing development for joint service delivery between APD and AMH.
- Maintains high priority partnerships with agencies and providers that work with older adults and people with disabilities.
- Coordinates with agency leaders, service delivery programs, primary care, and other pertinent participants.
- Assesses community needs to identify gaps and actively works to eliminate system barriers for older adults and people with disabilities as they successfully integrate into their own communities.
- Evaluates current funding of older adult services and explores resources for increased services and prevention activities as indicated.
- Monitors access and referral to existing services in community and assures services are available, provided with dignity, and responsive to unique needs.
- Develops and distributes informational and promotional material for available services.
- Maintains current database on resources for placements for families and facilities including community, long term care, and acute care.
- Provides information as needed to families, primary care providers, and local communities regarding local, regional, and statewide services.
- Provides consultation on complex cases and assists with system navigation, service coordination, and resource development to address the medical and psycho-social needs of clients and their families.
- Convenes and facilitates interdisciplinary team meetings for client-specific care coordination as necessary.
- Provides a response to individuals with urgent/acute needs by utilizing the appropriate resources to assist case managers and mental health staff in managing the need.
- Assists with admission processes to OSH, acute psychiatric hospitals, nursing facilities, and other community placements (with a focus on keeping people close to family and community whenever possible), as necessary.
- Assists with transitions and discharges from long-term care as well as diversion and/or discharge from jails and hospitals as needed.

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- Leverages & coordinates resources to address the behavioral health, personal care, and long-term care needs of individuals served in APD, AMH or DD residential settings, including the clients' own homes.
- Works with partners to develop and ensure provision of best practices for older adults and people with disabilities living in the community.
- Promotes access to information and knowledge relating to older adults and people with disabilities as well as ways to provide services that meet the needs and are provided in a sensitive way.
- Assists with the development of preventative care and outreach services for early diagnosis and intervention.
- Promotes evidence-based prevention, screening, and treatment approaches specific to high need special populations.
- Trains and informs local community partners in the use of identified peer support programs, Mental Health First Aid, and other specific evidence-based practices.
- Works with State level coordinator to develop and promote training and information at the local level that includes APD, AAA, primary care, hospitals, AMH, caregivers, and family members.
- Creates reporting systems for specific elements related to the coordination of services and documents outcome data.
- Assists in developing and implementing policies and procedures related to older adult services.
- Performs other related duties as necessary to carry out the objectives of the position.

JOB SPECIFICATION

KNOWLEDGE OF:

- The needs of disadvantaged individuals, including the older adult population with mental health, chemical dependency and other disability issues.
- Federal, State, and local aging and mental health programs, services and resources.
- Concepts and principles of recovery for individuals and older adults with mental health challenges and co-occurring substance use disorders.
- Clinical best practices and evidence-based treatment models that achieve successful outcomes.
- Pharmacology, psychotropic drugs, and medication management practices.
- Application of DSM diagnostic codes.
- How transition and physical changes may impact older adults.
- Oregon Administrative Rules, the Outpatient Addictions and Mental Health Services Rule, Centers for Medicare and Medicaid Services and federal requirements, and other laws and regulations related to older adult services.
- Preparation and interpretation of statistical data.
- How trauma may affect individuals and how to promote trauma sensitive services.
- Models, tools and techniques to assist individuals with mental health challenges maintain successful community tenure.
- 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.
- Ethics for behavioral health professionals.
- Community and partner agencies and resources relevant to program.

SKILL IN:

- Strong clinical skills in behavioral health and gerontology.

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- Interviewing to acquire relevant information for service plan and delivery.
- Developing and maintaining professional relationships, coaching, and team building.
- Effective communication, both orally and in writing, including public presentations.
- Community development, advocacy and negotiation.
- Anticipating, planning, organizing, and managing change.
- Microsoft Windows environment inclusive of using Word, record keeping programs, and general keyboarding.

ABILITY TO:

- Communicate effectively both verbally and in writing.
- Manage complex projects while effectively managing time and working independently.
- Positively influence groups across multiple organizations to embrace quality practices.
- Collaborate effectively in a team environment.
- Demonstrate effective presentation skills, including public speaking and meeting facilitation.
- Provide and welcome constructive feedback.
- Recommend creative, innovative, and practical solutions.
- Display sound judgment.
- Utilize positive, solution-oriented problem-solving skills.
- Manage highly sensitive and confidential information appropriately.
- Apply theory in behavioral health and addictions diagnosis, and the planning and implementation of intervention programs.
- Prepare and present clear, concise reports.
- Evaluate program objectives and service delivery outcomes.
- Conduct research and collect & analyze data to identify problems and resources.
- Plan, design, and coordinate programs and services.
- Perform work ethically.
- Maintain confidential communications and protect confidentiality of records.
- Achieve QMHP credentialing and maintain professional development requirements.
- Develop and maintain cooperative relationships with clients, their families, co-workers, physicians, law enforcement agencies, the courts, public and private administrators, and the community in general.
- Understand the needs of vulnerable individuals (and specifically older adults and adults with disabilities) and to gain the interest, respect, and cooperation of others.
- Perform administrative tasks, including documenting via electronic medical record systems.
- Prepare complete client treatment and progress records in a timely manner.
- Exercise initiative, be proactive, and provide supervision in a crisis to ensure agency oversight of actions taken.
- Interpret and apply laws and policies to specific problems related to program delivery.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs and perform documentation via electronic medical record system.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

A master's degree from an accredited school in social work, clinical psychology, psychiatric nursing, or a related field is required in addition to three years' post-masters experience are required. Any

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satisfactory equivalent combination of experience and training which ensures ability to perform the work may substitute for the above.

Must possess active professional license in the state of Oregon as a Qualified Mental Health Provider (QMHP) or be a non-licensed QMHP with dual credentialing as a Certified Alcohol and Drug Counselor (CADC I, II, or III).

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.

Must have an NPI number or be able to obtain 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).

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in 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 may also involve travel to clients' homes and off-site meetings. Frequent interruptions may be encountered 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.