

## JOB DESCRIPTION

JOB TITLE: CSP/Ambulatory Care Paraprofessional

### JOB ACCOUNTABILITY & OBJECTIVES:

This non-exempt position works under the direction and administrative supervision of the Assistant Director CSP/Day Services. Specific assignments, daily direction and clinical supervision are received from the Mental Health Professional (CSP Primary Therapist) to whom they are assigned. In tandem they address the needs of an exceptionally high caseload of CSP clients. This position may have primary responsibility for some clients on the caseload and only specific tasks to perform with other clients. As a team and in conjunction with the assigned Psychiatrist this paraprofessional and the CSP Primary Therapist will address the needs of the clients assigned to the therapist.

Under the direction of the CSP Primary Therapist, will provide a full range of support services to clients including but not limited to assisting clients in accessing community resources, gathering reports and information relevant to the client's level of functioning, their strengths and needs, monitoring client functioning, and participation in treatment, assisting in development/implementation of individual clients' treatment plans and the clients' attainment of goals and objectives. Communicates documents and coordinates with the Primary Therapist concerning the clients' participation, attitude, functioning, behavior, progress or lack of same and shares new information as it is gained. Document information relevant to the client's functioning, strengths, needs, and progress toward treatment goals and objectives.

### RESPONSIBILITIES:

#### ESSENTIAL FUNCTIONS:

- Access client information through use of MIS
- Retrieve information, instructions, forms etc from the MIS public folder
- Write letters, complete forms such as prior authorization, physician certification, treatment plans, etc for review and approval and signature of therapist.
- Order/reorder indigent medications as per policy and procedures
- Assist therapist with "primary duty" functions, including drug screens
- Serve as role model for clients by demonstrating appropriate grooming, dress, behavior, communication, interpersonal relationships with staff and clients, positive attitude, punctuality, responsibility, courtesy, etc.

## ESSENTIAL FUNCTIONS CONT...

- Assure that clients receive/participate in the services prescribed in their treatment plan and are seen by self and or CSP Primary Therapist according to current minimum contact rules as defined by policy/procedures.
- Provide on-site and off-site interventions, collateral services, crisis stabilization services.
- Assist in crisis interventions.
- Provide for personal and client safety.
- Assist in provision of group, individual, marital and family treatment
- Deliver scheduled events while responding to emergencies/unplanned events with appropriate prioritization.
- Assist clients in improving daily living skills: budgeting, money management, shopping, using public transportation, hygiene, grooming, diet, menu planning and shopping preparations, food preparation and storage, housekeeping, accessing services, positive self advocacy (i.e. empowerment - enable clients to develop skills to take care of themselves).
- Deliver scheduled events while responding to emergencies/unplanned events with appropriate prioritization.
- Assist clients with completing forms, managing their money and attending to everyday business.
- Provide on-site and off-site intervention.
- Assist clients with securing and maintaining entitlements and benefits, including transportation services.
- Provide transportation only as **necessary** to obtain needed services and resources and otherwise assist clients in obtaining these services including medical and dental care.
- File petitions for commitment and/or testify in court as necessary.
- Dictate services provided on day of service provision, or within 24 hours of due date as indicated by policy and procedure.
- Sign typed dictation within 24 hours of typing.
- Work irregular and/or extended hours as indicated by program/client needs with prior administrative prior approval.
- Maintain vocal accessibility to clients and/or other treatment providers.

#### NON-ESSENTIAL FUNCTIONS:

- Hand record in chart, items requiring same at time of service or within 24 hours of due date as indicated by policy and procedures.
- Function as co-therapist in group therapy sessions.
- Other duties as assigned.

#### KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of community agencies and resources including medical, dental, housing, education, and mental health.
- Knowledge of basic principles of human behavior and major symptoms of serious mental illnesses and substance abuse.
- Knowledge of laws, regulations and standards regarding SMI clients and their treatment.
- Knowledge of healthy, productive activities of daily living from working, hygiene, housekeeping, meal preparation to socialization and recreation.
- Basic knowledge of the major personality disorders and behaviors, and how to recognize and interact productively with them.
- Skill in giving and interpreting information and appropriately responding to questions and emotional responses.
- Skill in recognizing, evaluating and making written and oral reports of client progress, behavior and emotional response.
- Skill in coaching, persuading, teaching and modeling skills for changing behavior.
- Ability to work effectively as a member of a team
- Ability to recognize and report signs and symptoms of a serious medical problem.
- Ability to assimilate new information and generalize information to new situations.
- Ability to respond calmly and effectively in a crisis.
- Ability to work and relate well with the seriously mentally ill, families, law enforcement and other providers.
- Ability establish and maintain effective communication and working relationships with clients, community and other staff
- Ability to reinforce client's right to self determination while differentiating between dependence producing and empowering services.
- Ability to confront in a non-threatening manner.

- Ability to recognize when a client is becoming disturbed and respond or intervene in a manner to keep self and others safe.
- Ability to use (at a minimum) Microsoft word.
- Ability to store and retrieve computer files.

#### EDUCATION/EXPERIENCE/REQUIREMENTS:

- Have a Bachelor's Degree(preferably in Social Work or Psychology) in a human service field and certified or eligible for certification as a mental health paraprofessional as defined by State Standards, or
- Have an Arkansas license as a nurse (i.e., LPTN or LPN) and certified or eligible for certification as a mental health paraprofessional as defined by State Standards.
- Current Arkansas Driver's License and a good driving record.
- CPR and First Aid Training
- Criminal background check required
- Experience in mental health is preferred.
- Computer skills a plus