



JOB DESCRIPTION:	MENTAL HEALTH TECHNICIAN I
Date:	September 2019
Grade:	2
Location:	Crisis Walk-in Center
Supervisor:	Emergency Services Program Manager
Exempt:	No

GENERAL PURPOSE: Provides a broad range of support to ensure Center clients are as comfortable as possible during their time spent at the Crisis Walk-in Center. Duties include engaging clients in specialized care and providing administrative support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain safety checks for all clients
- Maintains operational records as required
- Meet with clients when they first arrive to the CWC and guide them through welcome and orientation
- Meet with clients for discharge process
- Responsible for admissions and discharge coordination
- Supports phone and walk-in referral triage
- Functions as crisis intervention specialist and evaluates and implements a response plan for client emergencies
- Support and promote the well-being of clients with substance abuse issues in a safe non-threatening, non-medical setting
- Observes client behavior to identify change or indicators of special needs and shares those observations with designated staff as needed in order to carry out necessary action plans.
- Support clients and their personal hygiene such as bathing and keeping beds, clothing and living areas
- Take and record measures of clients' general physical condition, such as pulse, temperature and respiration, daily
- Observe clients to detect behavior patterns, report observations, intervene for safety and de-escalation as needed. Help to set appropriate boundaries
- Facilitate clients' participation in service plans through interactions with clients in a role of emotional support, resource, problem solver and advocate
- Monitors and directs clients' compliance with program rules, guidelines and directives while they participate in all aspects of treatment both within and outside the facility. Provides a positive role model for clients
- General housekeeping duties, including but not limited to: sweeping, mopping, making beds, and wiping down surfaces
- Attends and participates in regular supervision and staff meetings, and evaluations of client progress and staffing
- Support clients with meals and snacks
- Support the team with administrative tasks

Center-Wide Essential Duties and Responsibilities

- Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center
- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines
- Responsible for supporting the Center's Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a *One Team Mindset*
- Completes all administrative paperwork and Qualifacts documentation/time sheet (billing and personnel/payroll) as requested/required
- Completes required competency training in Essential Learning and additional training as requested or selected by supervisor
- Reviews and acknowledges Center policies and procedures as requested/required.
- Employee attends all mandatory Center wide meetings and trainings.

MISC. DUTIES AS ASSIGNED

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

SUPERVISORY DUTIES: None.

QUALIFICATIONS, SKILLS, ABILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

- High school diploma or equivalent required
- Basic counseling skills including the ability to listen without judgment, empathizing with client, and being able to respond appropriately.
- Fluency in English required; Spanish strongly preferred.
- Valid driver license and ability to transport clients required.
- Basic computer, Microsoft and keyboarding skills.
- Ability to function at peak performance levels during nighttime hours if required.
- Ability to observe and describe behaviors and/or symptomatic changes.
- Ability to seek supervision when needed.
- Ability to work with outside agencies in managing client care.
- Ability to organize and prioritize workload in a hectic environment with frequent interruptions.
- Ability to enter data on the Center's computerized record keeping system.
- Ability to interact with people in a professional, friendly manner.
- Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team.
- Ability to demonstrate ownership and follow through with solutions of identifying the need for additional assistance when issues arise.
- Good communication skills and ability to provide constructive feedback to the staff.
- Some knowledge of NA/AA very helpful.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES: *The physical demands described here 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.*

- Works extended hours sitting in front of a computer monitor.
- Required to talk and listen.
- Often requires sitting and use of hands and fingers, to handle or feel.
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl, lift and/or move up to 25lbs.
- Employee must be able to travel.
- Vision abilities required by this job include close vision.
- May be exposed to stressful situations that involve engages, distraught and/or intoxicated individuals with possible mental disorders.
- Possible potential exposure to communicable diseases.
- May need to provide services in noisy and unclean locations.

I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.

Signature

Date

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.