

# COUNTY OF SOLANO COUNTY

## CLINICAL SERVICES ASSOCIATE

Rev. 10/00

Under administrative supervision and technical direction of licensed staff; provides mental health case management, counseling and rehabilitation services for severe mental, emotional and co-occurring chemical dependency, dual disability disorders in in-patient or out-patient settings, including assessment, diagnosis formulation of diagnostic impressions, crisis intervention, individual and group counseling, non-medical psychotherapy, and initiation of involuntary holds; provides and oversees both treatment and continuing care; prepares reports and maintains records related to client or client services; and performs related duties as required.

### DISTINGUISHING CHARACTERISTICS

The Clinical Services Associate is a non-licensed entry and working level professional counselor for persons possessing a master's level degree. Most job incumbents are hired with the expectation that they will seek status as either a Marriage Family Therapist Intern or as an Associate Licensed Clinical Social Worker. Some positions provide substance abuse service and do not require licensing. Within the Limits of a non-licensed mental health counselor, incumbents use established counseling methods and procedures for client assessment, planning and implementation of treatment and service plans, and non-medical psychotherapy. Clients served have serious and persistent emotional, mental, behavioral problems and may have co-occurring disorders including but not limited to substance abuse problems. The work is performed in accordance with the licensing requirements for mental health professionals and which require sign-off and approval by licensed staff for certain decisions.

The Clinical Services Associate differs from the Marriage Family Therapist Intern and the Associate Licensed Clinical Social Worker in that employees in this class are not licensed and not registered as associates or interns in training for a professional license.

### EXAMPLES OF DUTIES

1. Conducts clinical interviews to gather information, assess client needs, determine level of potential harm to self or others or grave disability, determine need for hospitalization, and develop diagnostic information.
2. Assists in the triage of clients, coordinates with other treatment staff including physicians, and evaluates the need for "involuntary hold" applications.
3. Prepares assessment and provisional diagnosis of acute and persistent mental illness, substance abuse, and other mental, emotional or behavioral disorders.
4. Provides crisis intervention and individual counseling for clients on clinical issues such as treatment and medication compliance, depression, substance abuse, etc.; leads and facilitates counseling groups with focus on special rehabilitation issues such as communication, substance abuse, social interactions, etc. May act as co-leader in clinical treatment groups with a licensed or waived professional.
5. Develops for approval and implements written treatment plans with goals and objectives; designs and implements behavioral and treatment contracts for clients with difficult clinical issues and substance abuse.

**EXAMPLES OF DUTIES: (Continued)**

6. Provides case management services to mentally ill clients including out-of-home placements; determines suitability of treatment facilities or prospective foster parents based upon analysis of individual psycho-social needs.
7. Prepares reports and correspondence and maintains a variety of documentation, such as charting observed behaviors, treatment plan objectives, progress reports, discharge summaries, incident reports, and other data.
8. Drafts for approval legally required documents, temporary conservatorship applications, 72-hour involuntary detention, and fourteen-day holds.
9. Attends and participates in a variety of internal and external meetings such as daily treatment team report, clinical meetings, interdisciplinary case conferences, inter-agency meetings, etc.
10. Coordinates with caseworkers, probation officers, community and support services, and appropriate referrals for clients upon discharge; works with other agencies to obtain information, coordinate services, determine appropriate venue for service, provide training about mental illness, and related matters.
11. Assists clients with paperwork and enrollment procedures for various treatment and social support programs.
12. When certified through a "Management of Assaultive Behavior" course may assist with physically controlling and containing violent and/or combative clients in maintaining safety and security of facilities.
13. May operate vehicles to transport clients between facilities or to perform field duties of monitoring service provision, working with clients or clients at other sites, and/or to coordinate with other agencies.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: keyboarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use office equipment including telephones, calculators, copiers, facsimile, computers, and other related peripheral equipment such as printers and scanners. Some assignments may require strength to lift and move clients with appropriate assistance and color vision to distinguish medications and laboratory results.

**TYPICAL WORKING CONDITIONS**

Work is performed in a variety of office, clinic and field environments and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work involves stressful situations and includes dealing with erratic and sometimes threatening behavior, may travel to community areas that are potentially dangerous where there is exposure to potential bodily injury, infections which may cause chronic disease or death; offensive odors; high noise levels; insect bites; dust and pollens.

**MINIMUM QUALIFICATIONS**

**Knowledge of:**

- Stages of normal and abnormal human development including children, adults and older adults.
- The principles, practices, techniques, trends and literature of clinical interviewing, casework, diagnosis, and assessment.
- Theories, principles and techniques of individual and group psychotherapy.
- Psychological, physical, and social aspects of mental disorders, chemical dependency, and recovery.
- Theories of human behavior and personality and techniques of evaluating and modifying human behavior.
- Planning, development and implementation of comprehensive treatment plans.
- Federal, State and local laws, codes and regulations governing mental health and substance abuse treatment.
- Services and activities of public and private health and welfare agencies including referral sources and community resources.
- Basic techniques of supervision and training.
- Use of automated equipment and standard office support applications software related to the work.
- Impact of cultural, gender, or socio-economic status on manifestations of emotional distress and mental illness.
- Strength based consumer/family focused partnership service delivery models.

**Ability to:**

- Conduct accurate and thorough assessments of client status, history, danger to self and others, progress, chemical dependency, and related mental health information.
- Prepare diagnostic impressions and evaluations of mental and emotional disorders.
- Conduct clinical interviews.
- Formulate, implement and monitor treatment plans.
- Conduct group and individual counseling and rehabilitative counseling under supervision of licensed professional.
- Make referrals to other providers of mental health services.
- Respond appropriately in crisis situations.
- Understand, interpret and apply complex mental health technical materials and applicable laws, codes and regulations.
- Prepare complex and detailed reports and records.
- Communicate and interact in situations requiring instructional, persuasive, consultative, counseling and motivational skills in both an oral and written manner.
- Provide training, guidance and consultation to other staff.
- Assist in physically controlling and/or restraining violent and/or combative clients.
- Work effectively with clients of various ages and socio-economic and cultural groups including those with physical and/or emotional problems.
- Establish and maintain professional relationships with clients, children, representatives or the community served, employees of County departments and other agencies and the public.

