



## **SUPERVISING MENTAL HEALTH WORKER**

### **DEFINITION**

Under direction, provides supervision and programmatic support for the implementation of supportive services, special programs, case management and mental health rehabilitation services. Plans, assigns, directs, reviews and evaluates the work of assigned staff. Performs related work as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned management personnel. Exercises direct supervision over subordinate professional and technical staff.

### **CLASS CHARACTERISTICS**

This is the first full supervisory level within the Mental Health Worker Series. Responsible for mental health services that include targeted case management, psychiatric emergency services, inpatient treatment, Day Rehabilitation services, outpatient mental health rehabilitation services, discharge planning and a variety of related support services. Incumbent supervises and provides direction for assigned staff in programs offering direct services to mental health clients. This class is distinguished from Mental Health Worker II, by the level of responsibility assumed and the supervision of staff.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Directs, supervises assigns and evaluates the work of assigned technical and support staff.
- Participates in the hiring and training of assigned staff; recommends discipline and other decisions.
- Administers specified program area; and acts as liaison in programmatic areas.
- Prepares documentation, correspondence and other written materials related to program services; maintains and/or directs the maintenance of electronic or hardcopy records and files.
- Provides direct services to mental health program clients in such areas as crisis intervention, case management, day treatment, individual and group mental health rehabilitation services.
- Identifies and utilizes community resources; makes appropriate referrals for client services.
- Directs or personally performs group and individual mental health rehabilitation services and crisis intervention; assists clients with financial, living arrangement and other vocational issues.
- Implements policies for program services and provides liaison with Department and County staff and community agencies.
- Provides liaison activities with Adult Protective Services, hospital, social services and public guardian staff, and other agencies as appropriate.
- Operates a County vehicle skillfully and safely while performing client visits and/or evaluations.
- Performs related duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Supervisory principles and practices, including selection, training, work planning, recognition and discipline.

- Principles and techniques of mental health rehabilitation service program administration and service delivery.
- Mental health rehabilitation service methods and techniques.
- Coordinating other resources within the community that provide services to the mentally ill.
- Methods and techniques for evaluating patient needs and progress.

**Ability to:**

- Direct, evaluate and train assigned staff.
- Develop, implement and administer mental health rehabilitation service programs.
- Evaluate the effectiveness of mental health rehabilitation service programs, making necessary recommendations for changes and improvements.
- Train staff in policies, regulations and work procedures.
- Prepare effective treatment plans and working with all age groups of the chronically mentally ill and their families.
- Prepare clear and concise reports, correspondence and other written materials.
- Maintain accurate records and files.
- Exercise sound independent judgment within established guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Operation of office equipment and personal computer, utilizing a variety of programs
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.*

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in social work, psychology, psychiatric nursing, or related field;

AND

Two (2) years of experience in mental health rehabilitation services in a mental health inpatient or outpatient setting, or related setting, that is equivalent to the County's classification of Mental Health Worker II.

**Licenses and Certifications:**

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access,

enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions and partially in the field, which may include a hospital, mental health facility, County Jail, or Juvenile Institutions. As such, employees may have occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and direct exposure to hazardous physical conditions. Employees may be subject to clients or members of the public afflicted with behavioral disorders or who are under emotionally stressful conditions. Employees may interact with upset individuals connected with the client, staff, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

May be required to work some evenings and weekends on an as-needed basis.