

Henrietta Weill Memorial Child Guidance Clinic
Intervention Specialist Aide

DEPARTMENT: Clinical
TITLE: Intervention Specialist Aide
REPORTS TO: Program Manager
SUPERVISES: N/A
PAYROLL STATUS: Exempt _____ Non-Exempt X

PURPOSE OF POSITION:

Under direction of the Program Manager, the Intervention Specialist Aide provides basic case management and transportation services to clients and families with mental illness and/or substance abuse to achieve recovery, including routine monitoring, supportive and advocacy services; and to provide assistance to the clinical staff and does related work as required.

DISTINGUISHING CHARACTERISTICS:

The Intervention Specialist Aide is expected to possess the ability to work in a trainee capacity performing necessary non-professional work under direct supervision. Incumbents perform duties of increasing responsibilities as expertise is gained. Intervention Specialist Aide is distinguished from the Intervention Specialist II classification series by the limited degree of responsibility and decision-making for the position. This position may require some evening hours and Saturdays.

ESSENTIAL JOB FUNCTIONS. AREAS OF RESPONSIBILITY:

- Assists professional staff in obtaining and documenting client information on various forms and within various databases.
- Assist in gathering data/statistical information to be utilized by professional staff in developing/completing reports.
- Transports clients to and from court, home settings (board/care, room/board, SLE, etc.), hospital settings, CWIC, probation office and/or other community settings which relates to mental health treatment.
- Transports client to and from CGC appointments.
- Provides support and assistance to clients to ensure compliance during treatment, which may include: reminder phone calls, correspondence, home visits, case consultations and transportation.
- Assist professional staff by providing assistance for case management services (picking up food basket's, medi-cal application, etc.).
- Meets direct service requirements as established by the Program Manager.
- Adheres to Standards of Care outlined by the Kern Behavioral Health and Recovery Services.
- Ensures that appropriate client information is entered and maintained in clinical documentation software (Cerner).
- Engage with difficult clients, use of coping skills to interact with clients who demonstrate psychotic behaviors, sever anger and aggression.
- Assists clients with obtaining and maintaining Medi-Cal, Medi-Care and Medi-Medi eligibility.
- May assist clients with SSI applications.

- Disseminates basic information regarding Clinic policies and services to potential clients and the general public.
- Coordinates and provides admission packages for new clients, verifies completed paperwork and communicates related issues to clinicians or to management.
- Maintains administrative and other records as needed.
- Provide services in the field, community and office
- Attend various Kern BHRS or community meetings

Other Related Duties:

- Adheres to all state and federal regulations regarding confidentiality, privacy and security of protected health information.
- Ability to remain calm and demonstrate good Clinical judgement in any situation.
- Work is accomplished quickly and accurately.
- Participates in staff meetings and in-service training and serves on Clinic committees.
- Provides community-based mental health services.
- Maintains records and prepares written reports as required.
- May be required to travel.
- Will be required to transport clients.

ERGONOMIC REQUIREMENTS. VARIOUS PHYSICAL FUNCTIONS NEEDED TO PERFORM THE TASK:

- Extensive use of computer equipment; ergonomically organized workspace; required to sit, climb, balance, stoop, kneel, crouch or crawl. Long walking distances may be required. Floor activities and group activities may include - sitting on floor, bending in various positions, standing for periods of time. Sitting for periods of time, reaching and twisting. Climbing numerous stairs may be required to meet a client. May be required to carry items for clients. Ability to handle the summer heat and winter cold for small periods of time. May be required to carry items for events. Must be able to lift over 90 lbs. Assist clients with wheelchairs, walkers and other disability equipment.

QUALIFICATIONS REQUIRED BY THE POSITION:

- Case Manager Aid, position requires; clean DMV printout, current driver's license and automobile insurance. Must have experience in working in a fast-paced environment and the ability to work with special needs individuals and have experience working with the public. Ability to establish and maintain effective relationships with clients, other staff and the public; and ability to communicate effectively, orally and in writing.
- Remain calm in unpredictable situations.

OTHER ISSUES:

Henrietta Weill Memorial Child Guidance Clinic
Intervention Specialist Aide Description, Page 3 of 3

This job description describes a general category of jobs. Employees may be assigned other duties, in addition to or in lieu of those described above as deemed necessary by the Clinic.

Effective Date: : : : _____ Approved by: : : : _____
