

*Henrietta Weill Memorial Child Guidance Clinic*  
**Intervention Specialist II**

**DEPARTMENT:** Clinical  
**TITLE:** Intervention Specialist II  
**REPORTS TO:** Program Manager  
**SUPERVISES:** N/A  
**PAYROLL STATUS:** Exempt \_\_\_\_\_ Non-Exempt  X

**PURPOSE OF POSITION:**

Under direction of the Program Manager, provides mental health counseling services and intervention as a member of a treatment team in any of the Clinic's grant funded treatment programs; and does related work as required. Intervention Specialist II provides many different services for the Clinic and may be required to assume some or all of the responsibilities of this position.

**DISTINGUISHING CHARACTERISTICS:**

The Intervention II is an entry level clinical classification requiring significant experience and education in the field of mental health. The mental health and outreach services by the Intervention Specialist II are basic and are provided with minimal supervision of the Intervention Specialist III and/or Program Manager. The caseload and responsibilities of this position require exceptional judgment and problem-solving skills.

**ESSENTIAL JOB FUNCTIONS. AREAS OF RESPONSIBILITY:**

**Mental Health Services:**

- Performs mental health rehabilitation-services that have been planned and developed by the treatment team that may include: individual, group, family rehab. This may also include crisis response, when needed.
- Utilizes we will use a variety of techniques (Psychoeducation, Motivational Interviewing, Crisis/Risk assessment, solution focused interventions, appropriate evidenced based interventions) to work with clients in group, individual and/or family support persons services.
- Facilitates consumer and community support groups.
- Participates in collaborative activities, which may include: case consultations and staffing and attendance at collaborative meetings with other members of the treatment team, and community agencies.
- Provides support and assistance to clients to ensure compliance during treatment, which may include: reminder phone calls, correspondence, home visits, and transportation.
- Participates in the Utilization Review process for designated treatment teams.
- Meets direct service requirements as established by the Program Manager.
- Adheres to Standards of Care outlined by the Kern Behavioral Health and Recovery Services.
- Provides dual-diagnosis services.
- Ensures that appropriate client information is entered and maintained in clinical documentation software (Cerner).
- Meets productivity standards /Standards of Care (to include billable services).

- Engage with difficult clients, use of coping skills to interact with clients who demonstrate psychotic behaviors, severe anger and aggression.
- Provide in-home parenting.
- Completes outcome instruments as required
- Completes intake paperwork as required

**Case Management/Linkage and Brokerage Services:**

- Provides case management/linkage and brokerage services or activities to assist eligible clients with accessing medical, physical health, educational, social and other needed community services.
- Assists clients with obtaining and maintaining Medi-Cal, Medi-Care and Medi-Medi eligibility.
- May assist clients with SSI applications.
- May provide direct linkage to GATE for further substance use treatment.
- Provides support and assistance to clients to ensure that appropriate forms are processed and that signatures are obtained for required paperwork, which may include: completing and updating financial forms, outcome instruments, Consent to Treat forms and Releases of Information.
- Ensures that a continuum of care is provided to clients by collaborating with primary care physicians, which may include sending written documentation to the primary care physician on a monthly basis, or consulting with internal medical team
- Provides support and assistance to clients to ensure compliance during treatment, which may include: reminder phone calls, correspondence, home visits and transportation.
- Participates in the Utilization Review process for designated treatment teams.
- May help the client become a registered voter, within Kern County.

**Screening, and Engagement Counseling Services:**

- Completes telephone screening for clients wishing to access services in the designated programs.
- Obtains all necessary paperwork for clients.
- Schedules clients for assessment appointments.
- Disseminates basic information regarding Clinic policies and services to potential clients and the general public.
- Provides case management/linkage and brokerage services or activities to assist callers with accessing medical, educational, social and other needed community services.
- Provides support and assistance to clients to ensure compliance during treatment, which may include: reminder phone calls and written correspondence.
- Coordinates and provides admission packages for new clients, verifies completed paperwork and communicates related issues to clinicians or to management.
- Develops and maintains staff daily master schedules.
- Maintains the client record filing system; files documents; retrieves and files client records in accordance with county contract provisions and Clinic policy.

- Maintains client record location data for all records removed from the files; resolves issues related to the location and proper filing of client records; and may assist in the search and retrieval of client records.
- Develops tracking forms for data entry.
- Compiles and computes data from files and other sources in preparing moderately complex reports.
- Maintains administrative and other records as needed.
- Screens and assesses information obtained over the telephone from members of the community who are seeking mental health services.
- Enter information in the CSI database.

### **Community Outreach**

- Provides outreach services to clients of the System of Care who are transferred to the Clinic, consisting of conducting home visits and completing correspondence and phone calls to ensure that appropriate services are accessed in a timely manner.
- Provides in-service training for community agencies, which may include: Kern County Department of Human Services, Kern BHRS, Kern County Probation Department, local hospitals, local law enforcement agencies, etc.
- Provides information regarding services to all Schools in the Clinic's geographic areas.
- May attend health fairs, school fairs or other community events.

### **Wraparound:**

- Coordinates with primary therapist/clinician and intervention Specialist to provide client care.
- Services are intensified and ancillary in nature, and include, but are not limited to: case management, rehabilitation skills, IDT attendance, and other inpatient and crisis related services. Wraparound staff can provide the full range of services within the intervention specialist scope as indicated through communication and collaboration with primary assigned therapist/clinician and intervention specialist.
- Wraparound services are provided for a short duration (usually 1-6 months) and are intended to supplement those provided by the primary intervention specialist and clinician/therapist.
- Many of the services are provided in the field.

### **REACH Services:**

- Caseload- Maintains a case load of 20-40 clients who may be assigned a primary therapist/clinician and primary intervention specialist.
- Service Coordination- Coordinates with assigned therapist/clinician and intervention specialist (when applicable) to provide client care.
- Service Types- Attempts to engage with clients who have dropped out of services or are experiencing challenges remaining engaged in services. Engages with family members when possible. Provides follow-up contacts and brief case management or skill-based interventions (as indicated) to individuals who have successfully discharged from services and may require additional assistance to maintain stability outside the specialty mental health service system.
- Non-Billed Services- Primarily performs non-billed services. When indicated, REACH staff may provide the full range of services within the Intervention Specialist scope.
- Field-Based Services- A minimum 50% of services will be provided in the field

**Other Related Duties:**

- Adheres to all state and federal regulations regarding confidentiality, privacy and security of protected health information.
- Utilize electronic signature pads as required by specific programs
- Ability to remain calm and demonstrate good Clinical judgement in any situation.
- Data entry.
- Serves as case coordinator for clients.
- Work is accomplished quickly and accurately.
- Accomplishes previously established goals and objectives.
- 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.
- May be required to transport clients.
- Manage Petty Cash disbursements.

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

Extensive use of computer equipment; ergonomically organized workspace; occasionally 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.

**QUALIFICATIONS REQUIRED BY THE POSITION:**

An Intervention Specialist II, position requires a bachelor's degree in a mental health related field, or two years of continuous employment as an Intervention Specialist I, or four years of experience and training which provides the required knowledge, skills and abilities; knowledge of counseling and interviewing techniques; knowledge of paraprofessional methods and techniques of individual, family and group counseling; ability to perform a variety of moderately complex paraprofessional mental health counseling and related work; knowledge of the Clinic's philosophy; ability to establish and maintain effective relationships with clients, other staff and the public; and ability to communicate effectively, orally and in writing. Possession of a valid California driver's license and proof of automobile insurance are required.

**OTHER ISSUES:**

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: : : :