



JOB TITLE:	Human Service Worker	FLSA:	Non-Exempt
DEPARTMENT:	Center-wide	EFFECTIVE DATE:	12/2016
DIVISION:	Center-wide	LAST REVISED:	09/2021
GRADE:	13	JOB CODE:	HSW

#### GENERAL PURPOSE

Performs a variety of **routine technical** and clinical support duties related to providing mental health program services to individuals, groups, and families in a non-residential program.

#### SUPERVISION RECEIVED:

Works under general supervision of a Case Manager or Therapist.

#### SUPERVISION EXERCISED:

None.

#### ESSENTIAL FUNCTIONS:

Participates in the development and social adjustment of clients/residents through interactive processes and role modeling; provides one-on-one assistance and support, goals setting and social norm coaching; assists with implementation of behavioral modification treatment programs and plans.

Provides client supervision; assists with instructional and activity planning; monitors client activities and promotes the development of psychosocial skills; manages crisis situations; performs client related adjunctive services, i.e., developing menus, purchasing supplies and preparing meals; teaches independent living skills such as food preparation, sanitation, hygiene, shopping and basic money management; conducts vocational skills training including cooking, small equipment operation, lawn care, pruning and tree care, etc.

Documents client behaviors as needed to update progress notes and treatment plans; appraises licensed staff of behavioral concerns and issues; may assist to establish levels of structure for individual clients within the facility.

Participates in staff and peer review meetings and shift change meetings; assists to monitor diagnosis, goals and progress notes related to individual clients; assists with document reviews to assure compliance with record keeping requirements, policies, and outside audit regulations.

Monitors client behaviors and reaction to medications as needed to avoid adverse side affects; receives medical instruction from nursing staff; assists to distribute medications per medical staff instructions.

Must be able to driver personal or center vehicles as needed based upon program requirements; assists professional staff in the transportation of clients to various locations to receive special professional care; assures safety of the clients and follows established control procedures to prevent or minimize crisis situations; assists with crisis intervention; follows established practices and procedures to mitigate the possibility of injury to self, staff and clients..

Responds to telephone calls, screens calls, determines appropriate action and establishes contact with crisis workers as needed.

Participates in general maintenance of facilities; assists and trains clients in general cleaning, washing, laundry, etc; participates in service projects.

## MINIMUM QUALIFICATIONS:

### 1. Education and Experience:

A. High school diploma or GED;

AND

B. One (1) year post high school education in social work, psychology or a related field

AND

C. One (1) year of general work experience;

OR

D. An equivalent combination of related education and experience from lines B and C. Up to two years of personal experience with recovery or treatment may be substituted for the post high school education or general work experience requirements.

### 2. Required Knowledge, Skills, and Abilities:

**Some knowledge of** normal and abnormal psychology; child development; behavioral evaluation and various forms of counseling; basic or entry level client counseling processes, techniques, and methods; basic teaching techniques.

**Ability to** deal effectively with emotionally stressful and physically threatening interactions.

**Ability to** perform under adverse crisis situations; communicate verbally and in writing; develop and maintain effective working relationships with executives, professionals, administrators, and the public, meet or exceed productivity standard set by the agency.

### 3. Special Qualifications:

Must possess a valid driver's license. May be required to become a trained and certified van driver. May be required to obtain a food handlers permit.

### 4. Work Environment:

Work performed in a clinical setting with appropriate climate controls. Tasks require variety of physical activities, occasionally involving muscular strain, related to walking, standing, stooping, sitting, and reaching. Hearing, talking and seeing essential to successful completion of typical duties. Common eye, hand, finger dexterity exist. Mental application utilizes memory for details, complex instructions, emotional stability, creative problem solving. Elements of hazard uncertainty exist in the normal course of performing duties associated with providing mental health services.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(Employee)