



Qualified Mental Health Associate I

Class code: 520

Employee Group: SEIU

Salary Range: 17

I. Position Summary

Under general supervision, to provide task-oriented support services to clients with chronic mental illness; perform daily tasks to assist clients with mental illness as they learn skills to transition to more independence and improved daily functioning by developing skills of community reintegration, socialization and healthy lifestyles; and, to perform related work as required.

II. Distinguishing Features

This is the entry level class in the Qualified Mental Health Associate series. Incumbents are expected to perform a full range of duties after a limited time on the job, possess functional expertise, and perform specialized duties in a fairly independent manner. As experience is acquired, the employee performs with less immediate supervision and will be required to work independently.

III. Examples of Essential Position Duties

- Collaborates with a multi-disciplinary team in identifying client needs and determining appropriate community resources to resolve identified needs.
- Establishes and maintains trusting relationships with clients through regular contact.
- Establishes and maintains complete and accurate records of client activities, treatment and progress.
- Assists clients with accessing various resources for housing, medical treatment, transportation, financial, employment and basic daily living needs.
- Develops and conducts educational programs, recreational and therapeutic programs, and other activities focused on problem-solving techniques, self-esteem and self-reliance, behavior modification, social interaction, parenting skills, vocational skills development, nutrition and health management, home economics and other daily living skills in class individual, family and group settings. Provides support in times of crisis.
- Transports client to appointments and activities as needed.
- May schedule and conduct home visits to provide services and assess home environment.
- Refers clients to appropriate agencies; communicate with family members, physicians, therapists, etc. regarding individual cases; makes client referrals as appropriate.
- Coordinates special programs and/or works with specific illnesses/age groups as assigned.
- Performs general office/administrative duties as needed to maintain efficient operations, including but not limited to typing records, reports and correspondence, copying and filing documents, answering the telephone, preparing mail, preparing client bills, ensuring facility maintenance, maintaining supplies, etc.
- Maintains knowledge of current research, trends and practices applicable to assigned program by attending classes, conferences and workshops as appropriate.
- May assist in preparing and serving meals to clients.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.
- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.

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- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Overtime may be required.
- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

Requires knowledge of mental health assessment; mental health terminology; available medical and community resources; record-keeping practices; safety procedures and protocol in mental health treatment. Position requires ability to interpret and apply state and local laws, policies and procedures related to mental/community health; communicate effectively; understand mental health assessment, treatment and service terminology and apply each of these concepts; implement skill development strategies; identify, implement and coordinate the services and supports identified in an individual service and support plan (ISSP); grasp readily the principles of public health program delivery; recognize the need for consultation; work independently and as a team member; exercise initiative, tact and good judgment in dealing with people from various backgrounds; provide support and guidance to clients and family members; handle multi-task situations well; understand and carry out detailed instructions of a technical and professional nature; understand and use basic mathematics to compute totals; operate office equipment including a computer; read and understand equipment manuals, etc.; maintain records with accuracy and confidentiality; communicate effectively, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work; communicate effectively and sensitively with patients; respond professionally and responsibly in crisis, emergency or dangerous situations.

V. Minimum Requirements *(Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions)*

Education and Experience

- A high school diploma or equivalent AND three years experience providing community service and/or direct care services to the mentally ill; OR
- Any combination of education and experience which provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates and Other

Must have a valid Oregon driver's license with an acceptable driving record.

Physical Demands *(Performance of the essential duties of this position includes the following physical demands and/or working conditions)*

Ability to work in an office environment; to coordinate hands and feet in performing simple movements, such as bending, reaching and grasping; to exert physical effort in sedentary to light work involving moving from one area of the facility to another, reaching, kneeling, climbing of stairs and standing for extended periods of time. Requires sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of equipment as well as sufficient hand/eye coordination to perform semi-skilled repetitive movements such as operating office equipment. Requires the ability to operate a motor vehicle. Sensory requirements include sound, odor and visual perception and discrimination, as well as oral communications ability.

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Working Environments

Work is generally performed in an office environment and may include exposure to disruptive people and communicable diseases.

VI. Additional Information

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

Adopted: 7/15