



**Qualified Mental Health
Associate II**
Class code: 521
Employee Group: SEIU
Salary Range: 20

I. Position Summary

Under supervision, to provide a variety of case management services to an identified caseload of clients with chronic mental illness; provide fiscal oversight and decision making duties regarding program functions and/or oversight of fidelity model programs; and, other related work as required.

II. Distinguishing Features

This is the second level in the Qualified Mental Health Associate series. Employees initially work under direct supervision, and progress to more general supervision as the incumbent becomes able to independently perform the full range of duties. Work is normally reviewed upon completion and for overall results. May provide basic technical and functional guidance to lower level staff.

III. Examples of Essential Position Duties

- Assesses client needs and functioning level and identify client's goals and objectives for services; provides individualized case management services to clients to meet those needs.
- Provides services such as gathering information and data to determine the need and support for program eligibility, assess client problems and make referrals; schedules client appointments for various services; transports clients; assists clients in completing forms.
- Establishes and maintains complete and accurate records of client activities and treatment progress.
- Conducts home visits; provide basic individual and group counseling, education, skills training, outreach and support to clients and families as necessary.
- Provides indirect services including routine consultations to care givers and community agencies, client advocacy and community resource development.
- Maintains knowledge of current research, trends and practices applicable to assigned program by attending classes, conferences and workshops as appropriate.
- Serves on committees.
- 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.
- 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 a knowledge of the techniques and procedures used in evaluating, modifying and motivating human behavior; case management methods; mental health assessment; mental health terminology; rules, laws, regulations and ethics of mental health services and treatment; community services and resources. 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,

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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 medical reference manuals, equipment manuals, etc.; maintain records with accuracy and confidentiality; communicate effectively, both orally and in writing; to assess status of individuals and families for services and needs; write concise and accurate progress notes and reports; coordinate treatment plan; provide basic individual and group counseling; maintain confidentiality; 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 Bachelor's degree in a behavioral sciences field; 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.

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

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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