

JOB DESCRIPTION

JOB TITLE: Clinical Support Worker I and II
DEPARTMENT: Social Services
REVISION DATE: January 1, 2022
EMPLOYMENT: At-Will
STATUS: Full Time/Part Time/Contractual
REPORT TO: Clinical Team Supervisors

DEFINITION

Under the Clinical Director and clinical team's general direction, the Clinical Support Worker (CSW) performs various functions in developing the comprehensive, high-quality Community-Based Mental Health Program. This role can function in dual roles varying from clinical intake to utilization.

DISTINGUISHING CHARACTERISTICS

This is a fully experienced Mental Health classification. The Clinical Support Worker (CSW) is responsible for registering incoming clients, and they are often the first employee that clients encounter. The CSW is accountable for the service intake for each individual entering the agency; the review of individuals records who are under treatment for mental health or substance abuse illness; makes sure that all required client information for new clients is received and processed, and that appointments are made with the proper intake assessor; ensure appropriate utilization of treatment resources; review individual records for proper case documentation, and medical necessity of treatment in relation to federal, state and county regulations; assess continuing treatment plans; advocate for necessary individual treatment with medical providers, and perform other duties as required; also tasked with clerical duties such as managing paperwork (creating new charts), handling data entry, engaging with and answering phones.

Individuals in this position should be able to work in a fast-paced environment and have the time-management and multitasking skills necessary to perform various duties concurrently. Speaking with and collecting information from individuals and referral sources requires strong interpersonal skills and attention to detail. The CSW should also have a solid understanding of mental health clinic services and knowledge of its clerical functions. The ability to operate a basic computer (ShareNote) is also necessary.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Responsibilities.

- Initiate contact to gather required clinical and demographic data from individuals and sources
- Schedule Intakes with intake therapists and complete necessary paperwork (financial intake)
- Review referrals and verify all information
- Work with Clinical Team around case assignment as needed
- Provide receptionist coverage when not coordinating Intakes
- Provide reception for walk-in clients and urgent phone call referrals
- Maintain a list of referral sources
- Ensure all assessors; intake therapists have the required intake documentation forms on hand
- Work with Clinical Team on the oversight of the intake process and case assignment as needed
- Additional responsibilities as assigned by Clinical Team

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- Writes and distributes to staff legible, informative, and understandable notices of non-compliance issues identified through reviews of client records with copies to their supervisors.
- Review individuals' admission data and clinical documentation to ensure compliance.
- Consult with medical and treatment staff regarding individual diagnosis, medical justification, length of treatment, and case documentation.
- Assess records for the appropriate level of care and treatment, aftercare, and discharge planning for patients.
- Advocate for required individual treatment with medical providers.
- Participate with departmental staff in utilization and quality improvement meetings and projects.
- Participate in state and federal audits of programs to ensure agency compliance with utilization review regulations.
- Perform prior authorization and concurrent reviews and assist with discharge planning

TYPICAL WORKING CONDITIONS

Work is performed in an office, clinic, home, school, or community; work is performed with people who may exhibit unstable and potentially violent behavior; continuous contact with other staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- Human behavior and development.
- Appropriate and available community resources.
- Problems, needs, and attitudes of the emotionally ill and socially disturbed.
- Pertinent laws and regulations regarding health and social service programs.
- Federal, state, and county regulations pertaining to utilization review.
- Laws and regulations as they pertain to clients' legal rights.
- Pharmacology of medications and psychotropic drug treatment.
- Methods and procedures of admissions, discharges, and patient care in acute care psychiatric facilities.

Ability to:

- Communicate effectively in oral and written format.
- Maintain effective interpersonal relationships.
- Understand and apply state, federal, and local regulations and laws governing quality assurance and utilization review.
- Work independently. Works cooperatively in a group/team setting.
- Analyze treatment plans, including diagnosing the client's behavioral and emotional problems.
- Use good judgment in order to make critical decisions about the medical necessity of treatment.
- Work in a high-stress, chaotic environment.
- Work with people from a diversity of ethnic and cultural backgrounds.
- Effectively represent Positive Growth, Inc. in contact with clients, the public, community organizations, other County staff, and other government agencies.

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MINIMUM QUALIFICATIONS (continued)

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- 1-3 years of professional experience working in mental health counseling, psychotherapy, and related social services in a public or certified private welfare or health agency.
- Equivalent to a master's degree in psychology, social work, marriage and family counseling, or a related field from an accredited college or university.

Special Requirements:

- Must be licensed eligible in one of the following areas: Licensed Clinical Social Worker, Licensed Master Social Worker, Licensed Professional Counselor, or a Licensed Marriage and Family Counselor issued by the State of Georgia.
- Possession of or ability to obtain an appropriate valid Georgia Driver's License
- First Aid and Crisis Prevention Intervention certification is required
- Satisfactory Criminal Fingerprint Check and Child abuse Index clearance.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. Positive Growth, Inc. assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a "meet and confer" process and are subject to the Memorandum of Understanding currently in effect.

By signing this form regarding the job description outlined above, I am stating that I am able to perform the duties as outlined including the physical demands and required hours.

EMPLOYEE NAME PRINT

EMPLOYEE SIGNATURE

DATE