

**COMMUNITY PSYCHIATRIC SUPPORTIVE TREATMENT COUNSELOR/SOCIAL  
WORKER  
(GENERAL: ADULT SERVICES)**

**GENERAL DUTIES:**

Actively encourages and supports the recovery of persons with severe and persistent mental illness; and assists psychiatrically impaired adults in achieving and maintaining successful community living.

**SPECIFIC DUTIES:**

1. Arranges, coordinates, and reviews patient evaluations in order to assure accurate identification of patient need.
2. Develops, in conjunction with the patient, a coordinated treatment plan designed to address individual patient needs and preferences in such areas as symptom distress, consumer empowerment, quality of life, access to care, housing, education, medical services, employment, and other areas identified by the patient.
3. Links patients to needed organizational and community-based services and advocates for services on their behalf. Assures patient has applied for and receives relevant financial benefits (Social Security, food stamps, etc.), assures patient is enrolled in any relevant health plan (Medicaid, Medicare, HIE, etc.), and assists patients in managing any Medicaid spend down, if applicable.
4. Assists individual patients in developing their own personal support system.
5. Promotes and encourages, when necessary, patient development in such areas as personal care, cooking, cleaning, health maintenance, and social skills, with the extent and frequency based on patient need and/or preference.
6. Monitors patient treatment compliance and coordinates service delivery among providers both within and outside of the agency.
7. Monitors psychiatric symptoms/condition and assists patients in recognizing their own decompensation cues in order to assure timely intervention.
8. Provides initial crisis stabilization services, with referral for additional emergency services from specialized programs, when required.
9. Encourages patient compliance with psychotropic medication, when prescribed, and keeps the prescribing psychiatrist informed of any compliance difficulties.
10. Consults with patient's family and/or significant others as appropriate; provides

education to family members and significant others regarding the particular manifestations of the patient's mental illness and shares information about community supports.

11. Assists with discharge planning for assigned patients who receive inpatient care.
12. Provides supportive and problem solving counseling to patients, as needed.
13. Facilitates access to transportation for patients who need such assistance in order to access necessary care.
14. Assists office finance and clerical staff in the collection of necessary documentation of patient eligibility for Medicaid, TXX or other benefits and in collecting other required demographic and patient related information.
15. Establishes and maintains effective and cooperative relationships with other community agencies and professionals who serve a similar population.
16. Completes necessary documentation of services provided, in accordance with the Counseling Center's Quality Assurance standards and within the required time frames.
17. Collects required outcomes assessment data on assigned patients, consistent with the required time frames, and documents the use of collected information in treatment planning and evaluation.
18. Assists in keeping medical charts updated for patients who may have discontinued active involvement in Community Psychiatric Supportive Treatment service, but who still choose to receive psychiatric medication from the organization. Becomes re-engaged with such assigned patients when circumstances warrant.
19. Attends and participates in staff meetings, unit meetings and supervisory sessions, as required, and in other committees, quality improvement teams and task forces, as assigned.
20. Works cooperatively with other program staff to assure program success in achieving annual program goals and objectives.
21. Provides, at a minimum, the expected level of billable services assigned to his/her specific position.
22. Maintains professional licensure and keeps up to day with required organizational trainings.
23. Abides by corporate policies and procedures, with special attention to the Policy on Patient Rights, the Confidentiality Policy, the Counseling Center's Code of

Ethics and the Code of Ethics of his/her profession.

24. Completes other duties, as assigned or as required for effective and efficient operation.

**SUPERVISORY RESPONSIBILITIES:**

1. Independently licensed staff may provide clinical training supervision to other organization staff, as assigned.

**WORKING CONDITIONS:**

1. Position is essentially community-based with an emphasis on on-site care, although office time is required for paperwork and documentation.
2. Position requires a variable and flexible schedule - responsive to the needs of the caseload.
3. Position requires business-related driving using either agency vehicles or personal vehicles, including the transport of other persons.
4. Position requires exposure to difficult or resistant individuals including some with hallucinations, delusions, and/or self-injurious or acting out behavior.

**CLINICAL SUPERVISOR:** a) For non-independently licensed staff - LISW or LPCC, as assigned

b) For independently licensed staff - none required.

**ADMINISTRATIVE SUPERVISOR:** Director of Community Psychiatric Supportive Treatment Services

**POSITION TYPE:** Exempt

**POSITION CLASSIFICATION:** Community Psychiatric Supportive Treatment Social Worker/Counselor

**WORKER CREDENTIALS/CHARACTERISTICS:**

1. A minimum of a bachelor's degree in social work or a related mental health area
2. Licensed as an LSW, LISW, LPC, or LPCC
3. Ability to relate effectively to individuals with serious psychiatric disabilities including a commitment to patient advocacy

4. Familiarity with the DSM an/or ICD diagnostic system or evidence of a commitment to develop this expertise
5. Ability to communicate effectively in written and oral form
6. Ability to successfully engage and maintain patients in their recovery process
7. Ability to deal appropriately with sensitive issues
8. A commitment to quality care including timely and accurate documentation
9. A commitment to collaborative work efforts and an ability to work effectively with professionals from a variety of community agencies and programs
10. Capacity for self-motivation and the ability to work independently, handle job related stress, and manage time and effort in such a way as to assure the production of expected amounts of billable services
11. Basic keyboarding skills, adequate to complete necessary patient records and maintain necessary documentation
12. A valid driver's license and evidence of personal automobile insurance and of insurability by the agency's liability insurance carrier.

**KEY PERFORMANCE INDICATORS:**

1. Satisfactory, or better, scores on the annual performance evaluation
2. Achievement of the assigned productivity expectation for direct care services
3. Timely and accurate completion of necessary paperwork and documentation
4. Compliance with applicable Quality Assurance standards and guidelines
5. Evidence of sincere efforts to provide good customer service