MENTAL HEALTH ASSISTANT II

DEFINITION
To provide case management services to families and children as part of the Children’s System of Care Program (CSOC) or related individual, family or group mental health programs; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from a Social Worker Supervisor II and lead direction from the Mental Health Assistant III.

EXAMPLES OF ESSENTIAL FUNCTIONS
Plans, coordinates and implements activities as part of the Children’s System of Care Program, (CSOC).

Provides case management services to children and family members.

Interprets and explains to clients and families and relatives the social, emotional and environmental and physical factors pertaining to mental illness and/or drug abuse.

Provides appointment support by reminding clients of appointments and facilitating transport.

Conducts in-home visits as necessary.

Determines eligibility for program participation.

Provides emotional support to clients through the conduct of peer support meetings and stress reduction activities.

Assists clients in obtaining and completing the proper paperwork when applying for public assistance.

Assists in the referral of clients to appropriate community resources; assists clients in securing medical, legal or other assistance.

Assists clients in developing treatment and recovery plans that include discussion of treatment options and techniques for family process facilitation.

Determines when client(s) need more services and advise supervisors.

Identifies problem situations and reports to supervisors.

Maintains statistics and files; writes reports and correspondence; prepares and files client progress notes.

Assists in the preparation and review of materials for use in assigned programs.
Attends training and conferences relevant to position and CSOC to ensure understanding of current knowledge and practices. Attends weekly team meetings to discuss client progress.

Performs general office work as required, including preparing reports and correspondence, attending meetings, copy and filing documents, sending and receiving faxes, entering and retrieving computer data, etc.

**EMPLOYMENT STANDARDS**

**Knowledge of:**
Departmental polices and procedures as they effect client contact and interaction.

Departmental and community resources useful to clients served.

Behavioral/physical signs and symptoms of clients requiring professional or medical assistance.

Common children’s mental health issues.

Individual, couple, family and group counseling principles.

Community resources available for the treatment of clients.

The needs, problems, attitudes and behavior of clients served by the Mental Health Division of the Human Services Department.

Modern office practices and technology, including the use of computers for data processing and records management.

English usage, spelling, grammar and punctuation.

**Ability to:**
Apply departmental, rules, regulations, policies and procedures, and standards.

Establish and maintain effective working relationships with clients, the community representatives and co-workers.

Develop and maintain the confidence and cooperation of youth and/or adult clients and their families.

Effectively deal with dysfunctional families.

Motivate and educate clients to improve standard of home and family management.

Speak effectively before groups.

Modern office practices and technology, including the use of computers for data processing and records management.
English usage, spelling, grammar and punctuation.

Maintain the confidentiality of client information.

Maintain clear and accurate records and files.

**TYPICAL WORKING CONDITIONS**

Work is normally performed in an office environment. Interaction with clients requires adaptability when confronted with emergency, critical, unusual, or potentially dangerous situations. Potential exposure to infectious diseases.

**TYPICAL PHYSICAL REQUIREMENTS**

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move weights up to 25 pounds; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

**MINIMUM QUALIFICATIONS**

**Experience:**
Two years of increasingly responsible paid experience in providing casework management services to acutely and chronically ill mental health clients.

**Education:**
Two years of college with coursework in psychology, sociology, counseling or a related field.

**Substitution:**
Additional qualifying experience can substitute for up to two years of the required education on a year for year basis.

**Additional Requirements:**
Possession of a valid California driver’s license. Under certain circumstances, the Personnel Director may accept a valid driver’s license if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.