

## **MENTAL HEALTH COMMUNITY SUPPORT WORKER II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Class specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION:**

Under general supervision, provides peer support to mental health clients, parents, children, and families individually, in groups and in crisis situations; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS:**

Positions in this class are assigned to any of the **Behavioral Health** Division's programs/sites, and function as members of a team providing services to families of seriously emotionally disturbed children and adolescents, seriously mentally ill young adults, adults and older adults and/or their families. This class is distinguished from Mental Health Community Support Worker II in that incumbents in the latter class perform more complex duties and work more independently. Depending on the assignment, supervision may be received from a Mental Health Family Services Coordinator, Mental Health Consumer Empowerment Coordinator, a Mental Health Program Manager, or Mental Health Program Supervisor.

### **MINIMUM QUALIFICATIONS:**

**Education:** Successful completion of a training program approved by the County Costa County ~~Mental~~ **Behavioral** Health Division.

~~Positions assigned to Adult Services and the Office for Consumer Empowerment must currently be enrolled in or have successfully completed a training program approved by the Mental Health Division Director. Examples of approved training programs include: 1) Service Provider Individualized Recovery Intensive Training (SPIRIT); and 2) National Alliance for the Mentally Ill (NAMI) Family-to-Family training; and Family Partnership Training.~~

~~Other qualifying combinations of formal or informal training and/or work and life experiences will be evaluated on a case by case basis by the Mental Health Division Director.~~

~~Positions assigned to a Child/Adolescent Services Program must currently be enrolled in or have successfully completed the Child and Family Team Facilitator Training or other equivalent training program approved by the Mental Health Division Director. Other qualifying combinations of formal or informal training and/or work and life experiences will be evaluated on a case by case basis by the Mental Health Division Director.~~

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to:

- Follow oral and written instructions;
- Work harmoniously with clients and co-workers;

- Work under supervision;
- Write simple reports and maintain records;
- Represent the mental health consumer/family/caregiver perspective.

### **TYPICAL TASKS:**

#### **Positions assigned to a Child/Adolescent Services Program:**

- Attends and participates in Wraparound meetings as a team member;
- Attends and participates in interagency meetings;
- Assists in reviewing clients' functional assessment and determines clients' needs in partnership with parent(s) and clinical staff;
- Teaches daily living activities including budgeting, cooking, shopping, crisis support, wraparound team participation, and self-advocacy;
- Acts as a parental resource and provides consultation to clinical staff;
- Transports, accompanies, attends and advocates with client at appointments and interagency meetings;
- Links clients with resources in the community and assists in identifying additional resources;
- Provides housing **counseling** and assistance;
- Provides support to residentially placed youngsters and their families;
- Assists clients in acquiring and maintaining public benefits such as Medi-Cal and Healthy Families;
- Leads group outings and co-leads groups and parent trainings;
- Completes necessary paperwork in a timely manner.

#### **Positions Assigned to Adult Services as Consumer Providers:**

- Assists in reviewing clients' functional assessment and determines clients' needs in partnership with clinical staff;
- Teaches daily living activities including budgeting, cooking, shopping, crisis support, wraparound team participation, and self-advocacy;
- Transports and accompanies clients to appointments;
- Provides housing **counseling** and assistance;
- Provides support to residents of board and care homes;
- Assists clients in acquiring and maintaining public benefits such as Supplemental Security Income (SSI), Temporary **Aide Assistance** to Needy Families (TANF), and General Assistance (GA).
- Leads or co-leads group outings;
- Links clients with resources in the community and assists in identifying additional resources;
- Completes necessary paperwork in a timely manner.

#### **Positions Assigned to Adult Services as Family Providers:**

- Welcomes families of consumers into the system;
- Acts as the family voice and provides consultation and assistance to staff;
- Addresses concerns and answers questions that family members need resolved;

- Leads or co-leads multi-family groups
- Helps families to maintain the consumers living in their homes;
- Transports and accompanies families and consumers to appointments and meetings;
- Acts as a guide for housing and community resources;
- Assists family members acting on behalf of a relative to acquire and maintain public benefits such as Supplemental Security Income (SSI), Temporary ~~Aide~~ Assistance to Needy Families (TANF), and General Assistance (GA); Attends trainings as required;
- Attends and participates in staff meetings as a team member;
- Attends and participates in interagency meetings;
- Completes necessary paperwork in a timely manner.

**Positions Assigned to the Office for Consumer Empowerment:**

- Participates in projects of the Office for Consumer Empowerment related to areas of expertise (Recovery Training and Education, Employing Consumers as Providers of Mental Health Services, Systems Change, Building Consumer-Operated Programs, etc.);
- Increases consumer involvement in quality improvement and system change activities;
- Disseminates information to consumers and members of the mental health community;
- Makes presentations on recovery and the consumer/survivor/ex-patient movement;
- Conducts outreach and engagement to increase diversity of consumer involvement;
- Organizes client meetings and educational events;
- Represents the mental health consumer perspective in the development and implementation of mental health programs;
- Provides written and/or verbal reports as required.

**Team Leaders**

When designated as a team leader, may perform any of the tasks above. In addition:

- May arrange day-to-day staff work schedules for the unit, including relief coverage;
- Trains new Mental Health Community Support Worker I staff;
- May attend meetings with clinical staff and consumers to provide support and advocacy;
- May attend policy and/or decision-making meetings to represent the consumer or family perspective.

Established: November 2000

Revised: September 2006

Revised: July 2009 – OP

Revised: January 2019