



FLSA: COVERED
EEO: 2
AUGUST 2023

PERSONAL SERVICES COORDINATOR (Behavioral Health Care)

DEFINITION

Under direct supervision, provides consumer-centered behavioral health services for mental, emotional, and co-occurring disorders, including substance abuse and chemical dependency disorders, including pre-crisis, evaluation, crisis intervention, group and individual education, and case management, advocacy, linkage and other services to Behavioral Health consumers, family members and caregivers; prepares reports and maintains confidentiality related to consumer services; and performs other duties as required. May be required to provide 24-7 crisis coverage, including 24/7 mobile crisis.

DISTINGUISHING CHARACTERISTICS

An employee in this class may be assigned to any or all of the following: provide consumer care, education and case management for a complex client caseload; provide group and individual support for emotional, drug, alcohol, co-occurring symptoms or other mental health problems; assist in managing a mental health or related program.

REPORTS TO

Behavioral Health Care Program Manager, Clinician III or Behavioral Health Director.

CLASSIFICATIONS SUPERVISED

Exercises no supervision. May provide training to other staff.

EXAMPLES OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Serves as a team member in developing and modifying treatment plans; implements treatment plans and reports progress to recovery team.
- Provides case management to the target populations identified by the Behavioral Health Department under the supervision of a manager, team leader or

experienced case manager. May provide supportive services, money management, housing linkage and/or other related services.

- Arranges for and may provide transportation for clients.
- Provides risk assessments, basic crisis intervention, and support in groups as well as on an individual basis.
- Completes all evaluation and clinical documentation in a timely and prescribed manner.
- Participates in behavioral health education programs, conferences and community programs and attends training conferences relevant to current behavioral health problems; and performs other duties as required.
- May be asked to respond to 24-7 crisis coverage, including mobile crisis.
- Performs related duties as assigned which may include but is not limited to preparing correspondence and reports, copying and filing documents, answering telephone, ordering supplies and materials, entering computer data, maintaining logs and lists, sending and receiving faxes, processing mail, etc.

ESSENTIAL QUALIFICATIONS

Knowledge of:

- General principles, procedures, techniques, and trends for the support, recovery, and guidance of individuals, groups, and families in behavioral health programs.
- State, Federal, and local laws, regulations, and requirements for the provision of behavioral health services and programs.
- Basic community resources and linkage to these resources.

Ability to:

- Work in a team environment and share information verbally and in written reports.
- Perform problem identification and problem solving.
- Maintain composure and awareness during crisis interventions.
- Develop and maintain confidence and cooperation of emotionally disturbed and chemically dependent patients and their families.
- Acknowledge and develop cultural competency related to individuals served.
- Prepare clear, relevant, timely and accurate reports.
- Interpret and apply complex behavioral health program rules, regulations and policies.
- Effectively represent the Behavioral Health Department in contacts with consumers, community agencies and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.

TYPICAL PHYSICAL REQUIREMENTS

Ability to sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Positions in this class require the incumbents to:

- Work is usually performed in an office environment, hospital, jail or other community based settings.
- Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.
- Work during non-routine hours, including evenings, holidays and weekends.
- Work outside in all types of climatic conditions including inclement, very hot or very cold weather.
- Employees may work outdoors and are occasionally exposed to loud noise levels.
- Telephone contact with facilities, first responders, law enforcement and other county personnel.

TRAINING AND EXPERIENCE

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

Education

Associate Degree in Human Services or a related field.

Substitution:

A current license as Psychiatric Technician may be substituted for an AA Degree;

OR

A valid Certification as a Substance Abuse Counselor may be substituted for an AA Degree;

OR

A person with one or more years of experience working in the capacity of a social services aide or worker, domestic violence counselor or substance abuse counselor may be substituted for an AA Degree;

OR

Personal experiences as a consumer, family member or caregiver utilizing Behavioral Health Services in conjunction with social services work experience may be substituted for an AA Degree.

SPECIAL REQUIREMENTS

Must possess and maintain a valid California Driver's license.