

Community Support Services/Crisis Services

The CSS staff functions within the Psych Rehab Department. CSS staff members are responsible for providing skills training and therapeutic support services to recovering mentally ill adults. These services may be delivered in an individual or group format, in the agency, community, or clients' residences. Services are focused on assisting the individual toward recovery, improving his/her mental health and independent functioning. This staff member will also provide day-time crisis intervention as needed.

SUPERVISED BY: Clinical Director

POSITIONS SUPERVISED: None

EMPLOYMENT STATUS: Full time, exempt

HOURS: Scheduled to work 35 hours per week. An hour meal break is provided each workday. Weekly schedule may include some evening hours. May be assigned fluctuating work shifts to accommodate clients' needs. Each staff member does take a crisis on-call service secondary shift a month.

QUALIFICATIONS:

EDUCATION: Bachelor's degree in psychology, social work, or other human service field, or 5 years' experience in human services.

SKILLS:

1. Able to develop and maintain positive therapeutic relationships with adults recovering from mental illnesses, as well as children/adolescents/adults in crisis situations.
2. Models appropriate adult behavior in a variety of settings, as well as modeling recovery skills.
3. Demonstrates the ability to maintain a healthy sense of boundaries when working with clients.
4. Communicates effectively with a diverse population in verbal and written formats.
5. Functions effectively as a member of a team.
6. Able to effectively plan and organize activities.
7. Completes assignments with minimal directives, is reliable and dependable.

EXPERIENCE: No experience necessary, but personal or professional experience with special needs, preferably mental illness, would be an advantage.

PHYSICAL REQUIREMENTS:

1. Ability to lift 30 pounds.
2. Able to push a wheelchair-bound person up a ramp, as well as hoist the empty wheelchair in and out of the trunk of a car.
3. Able to assist wheelchair-bound persons in and out of a bus using a lift.

OTHER REQUIREMENTS:

1. Possess a valid Illinois driver's license and a good driving record, and use of a dependable, insured vehicle
2. Have a cell phone or use agency cell phone at all times when with consumers.
3. Able and willing to drive a 15-passenger bus. (no special license required)

RESPONSIBILITIES:

CLINICAL:

1. Provide milieu-based skill training and ongoing assessment for persons recovering from serious and persistent mental illness. Intervention areas may include but are not limited to: interpersonal skills, symptom management, medication management, financial management, safety/emergency, leisure skills, self-care, home management, stress management, co-occurring disorders, and vocational skills.
2. Must be able to be goal oriented in work with consumers while being able to effectively respond to a variety of client needs, personality types, and illness-related behaviors. Must maintain a sense of safety and confidentiality for the individual, group, and/or community.
3. Assess and recognize clinically significant change in an individual's status and adjust the method and intensity of intervention appropriately, and alert the case manager or supervisor when appropriate.
4. Serve as an adult role model for individuals, demonstrating age- and activity-appropriate behavior as well as serving as a "reality check" for those persons who may be experiencing an alternative reality.
5. Handle consumers' money and belongings with honesty and integrity, keeping complete and accurate documentation of money exchange.
6. Provide other services as needed, including but not limited to, medication monitoring, community support groups, PSR groups, and other individual services.
7. Participate in the ITP process. Must be familiar with each individual's treatment plan and the specific goals which are to be addressed in CSS services.
8. Provide secondary crisis on-call coverage once per month, as well some day-time crisis coverage.
9. Follow all IHR policies and procedures. Abide by the Mental Health Code of Illinois, the Confidentiality Act, and HIPAA requirements.

ADMINISTRATIVE:

1. Complete progress notes within 48 hrs of activity, time sheets by due date requested, and other agency documentation accurately and promptly as directed by supervisor and in accordance with federal and state regulators.
2. Strive to meet target CIS billing goal within 15 % each fiscal year, working with supervisor to resolve any concerns.
3. Assist supervisor in planning the long term and short term goals and activities of the CSS program.
4. Provide CSS activities within a reasonable budget, requesting funds prior to any activity requiring agency funding.
5. Participate in agency and departmental meetings as assigned by supervisor.

SAFETY:

1. Work to ensure the safety of staff and clients in his/her work environment.
2. Cooperate with the Safety Committee as directed by supervisor.
3. Document any unusual incidents and forward to the appropriate staff.
4. Notify supervisor when agency vehicle maintenance issues arise.

TRAINING:

1. Participate in agency training events and emergency drills.
2. Attend conferences, workshops, or classes to further professional development as approved or directed by supervisor.