

## COMMUNITY MENTAL HEALTH TECHNICIAN

This class identifies paraprofessional positions involved in supportive casework and relationship counseling services in local mental health centers. Assignments are supportive to professionals, involved in the evaluation and treatment of emotionally disturbed, mentally retarded, or drug-addicted patients. Work primarily involves intake, liaison, follow-up, and basic supportive counseling functions, although some incidental transportation and community outreach work may be required.

### I. DIFFICULTY OF WORK:

Complexity - Work involves a variety of more complex paraprofessional assignments supportive to the client treatment team. Employees do initial social and medical histories and present intakes at team meeting and obtain additional information as requested. They conduct individual relationship-counseling sessions for selected maintenance cases requiring more unstructured and unsophisticated relationship therapy involving supportive encouragement, socialization, motivation, and empathy. They serve as co-therapist for groups focusing on discussion to improve motivation, self-image, and socialization skills.

Guidelines - Work is performed within limits established by State and local statutes, policies, and procedures relevant to the Division of Mental Health/Mental Retardation Services Instructions are generally less specific than guidelines for the lower paraprofessional levels of work; however, unusual behavior and medical problems are discussed with nurses, psychologist, social workers, or psychiatrists in the treatment team for proper disposition.

### II. RESPONSIBILITY:

Consequence of Action - Work is with emotionally disturbed, mentally retarded, or drug addicted patients who may lack motivation and proper understanding of their problems. Employees provide encouragement and motivation to patients to assist in functioning more normally in society and in coping with the handicap or illness; provide supportive information to treatment team on social and medical history of patient for team evaluation and case planning.

Review - Work is reviewed by the treatment team or supervisor during weekly conferences. Unusual medical or clinical problems are discussed with supervisor or referred if necessary.

Accountability - Assignments directly affect patient's individual progress and family relationships as well as reflecting program quality to community.

### III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Frequent contact with less difficult, emotionally disturbed, mentally retarded, or drug-addicted cases whose functional capacity is limited by chronic illness so that their thoughts wander and it is difficult to obtain clear, consistent information. Counseling is limited to strictly base support work.

Purpose - To improve the motivation, self-image, and socialization skills of patients enabling them to function more normally in society and to facilitate the flow of information to and from the treatment team.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Work is typically performed in office or clinic setting. Outreach and follow-up assignments may entail contact in homes of indigent families, mental patients, or drug addicts resulting in some exposure to unsanitary conditions. Counseling process is inherently stressful. .

Nature and Potential of Personal Hazards - Contacts with hostile patients or drug addicts in need of medical attention may result in verbal abuse to incumbent. Familiarity with problems of clientele, exercise of tact, and availability of assistance from staff at clinic decreases potential threat of physical harm.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Considerable knowledge of and skill in enlisting aid of available community resources. General knowledge of abnormal behavior, personality development, and the techniques of supportive individual and group counseling, and the social, economic, and environmental conditions of clients served. Skill in relating to clientele served in performing supportive counseling; and in appraising basic needs primarily through observation and exercise of good judgment in decision-making. Ability to report data and activities in oral and written form to supervisor or inter-disciplinary team.

Minimum Education and Experience - Graduation from high school or equivalent and two years of experience in providing support services to the emotionally disturbed, mentally retarded, or drug-addicted patients; or graduation from a two-year associate program designed to prepare support personnel for human services agencies which includes a six-month practicum/internship (one year of the above experience can be substituted).

Administering the Class

College graduates in psychology, child and family, sociology or social work with one year of the above experience start at the first step of the range. Applicants with two or more years of college and two years of the above experience start at the first step of the range.