

HUMAN SERVICES CLINICAL COUNSELOR II

Work in this class involves providing intensive developmental and therapeutic assessment and treatment in serious or complicated cases which require a range of evaluation and therapeutic intervention skills. Employees perform these duties in mental health, social services, health, or correctional settings. Employees evaluate the client's situation and his/her ability to deal with it, conduct psychosocial assessments, and develop social histories, service and/or treatment plans. Cases assigned to employees at this level typically involve the most severe or traumatic situations such as acute/chronic mental illness or emotional disturbance with a variety of severe or traumatic problems, developmental disabilities, child custody, sexual/physical abuse, major family disruption, death, and suicide. Employees work under the general supervision of a program manager or unit supervisor. Work is differentiated from the Human Services Clinical Counselor I by greater involvement in a variety of more complex cases and treatment modalities with specialized populations.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees independently provide service to the more difficult clients with the more complicated individual or family situations such as child custody, sexual/physical abuse, legal violations, family disruption, domestic violence, mental illness, suicidal tendencies, and developmental disabilities.

Variety and Scope - Employees independently provide service to the more difficult clients with the more complicated individual or family situations such as child custody, sexual/physical abuse, legal violations, family disruption, domestic violence, mental illness, suicidal tendencies, and developmental disabilities. Assessments may include multi-disciplinary clinical interviews utilizing standard assessment inventories which may include Child and Adolescent Functional Scale, North Carolina Functional Adolescent Scale, leveling, and Attention Deficient Inventory to determine mental and emotional status. Employees develop social histories, treatment plans, and serve as therapists in a general or specific area of concentration, provide short-term and long-term individual, family, group, marital, or play therapy. Some employees in this class may assume case management responsibilities to follow the client through agency and external services, but function primarily as therapists.

Intricacy - Clients present employees with a broad range of service needs such as emotional, behavioral, family, developmental, educational, and vocational. Employees use considerable judgment in conducting individual assessments, selecting and providing treatment such as individual, group, and/or family therapy conjoint with medical consultation as needed. Employees provide in-depth assessment of family dynamics and therapy with complex cases, but may refer the most complex cases such as severe phobias or unusual violence patterns and borderline diagnoses to a clinical specialist or supervisor.

Subject Matter Complexity - Work requires an understanding of varied intervention and assessment techniques such as adaptive assessment tools, evaluation of family dynamics, and treatment approaches such as brief, intensive counseling, and grief counseling. Treatment is primarily of a crisis and/or behavioral nature. Considerable knowledge of legal and administrative aspects of programs is required.

Guidelines - Employees utilize a variety of agency guidelines, federal or state standards, and treatment based upon professional literature.

II. RESPONSIBILITY:

Nature of Instructions - Assessment and intervention are performed with considerable independence. Employees are familiar with the aims and objectives of the program they are providing. Minimal daily instruction is required.

Nature of Review - Work is reviewed by clinical supervisor, specialist or program managers to assess program practices, and determine compliance with regulations governing the specific program or services.

Scope of Decisions - Decisions regarding assessments and services impact on individual clients and their families. Employees may provide direction or instruction to paraprofessional staff, volunteers, or care providers.

Consequence of Decisions - Service/treatment decisions affect the social, psychological, emotional or physical health of clients and their families. Employees' decisions may also affect facility operations and the delivery of service.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Contacts vary depending on the agency and/or service area and usually include clients, family members, other discipline professionals, and community service agencies.

Nature and Purpose - Employees develop and implement treatment plans which may include diagnostic impression, mental status, suicidal potential, degree of impairment, medical and physical conditions for clients and families, and coordinate service delivery with other private and community agencies. Intensive therapy and counseling is usually provided to alleviate family crises or improve behavioral problems and mental health.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in settings which range from modern public service buildings to home environments or facilities in which odors and noise may be present due to the functioning level of the client.

Hazards - Employees may experience emotional stress due to the nature of interactions with clients or service providers. Behavioral problems of some clients, such as aggression, could cause bodily injury. Employees may be exposed to contagious diseases.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of assessment and counseling/therapy principles and their practical application to complex individual and family work, groupwork crisis intervention, and community issues. Considerable knowledge of population being served, available resources, governmental and private organizations, resources in the community, and the laws, regulations, and policies which govern the program. Ability to evaluate and screen clients for appropriate treatment, formulate clear goal oriented treatment plans, and document progress of clients. Skill in establishing rapport with clients. Ability to establish and maintain effective working relationships with administrative supervisors, clients and their families, care providers, and various community organizations. Ability to communicate effectively orally and in writing.

NC 04179
30002034
OSP Rev. 06/12

Minimum Training and Experience Requirements - Master's degree in a human services field from an appropriately accredited institution and two years of counseling/therapy experience in areas such as rehabilitation counseling, pastoral counseling, marriage and family therapy, child life program, or related human services field that provides the experience in techniques of counseling and therapeutic assessments, one of which must have been supervised; or, bachelor's degree in a human service field from an appropriately accredited institution and three years of related human service counseling or therapy experience which provides the above experience, one of which must have been supervised; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.