

## I. DESCRIPTION OF WORK

Positions in this banded class provide professional case management services to a specific client population in a variety of settings using a wide range of case management skills and intervention techniques. Work may involve direct client services such as completing a social history, psychosocial assessment, service/treatment plan, follow-up, and counseling to clients. Coordination responsibilities involve planning program services/activities; monitoring, evaluating, and modifying program activities; and development of resources. Positions may recruit, train, and monitor activities of volunteers and may supervise a small number of lower level staff. Programs may involve other family members and address such issues as adolescent parenting; vocational/employment programs; or management of a residential program for clients. Each position may perform tasks that prepare clients so that they may live more independently and/or prepare clients for supported or competitive employment. Positions assess client's needs, ability to learn and work, aptitude, and personal interests; evaluate diagnostic data to determine eligibility and functional capability; and develop a written plan of service working with the treatment team and the client. Work may involve counseling and advising of families. They provide supportive counseling; and monitor the client's progress.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level typically assess clients, using basic assessment tools, and make recommendations for services, closely supervised by professional staff. They may perform more hands-on activities related to implementation of the program. They may collect data, do initial analysis and make recommendations for specific plans or services. They may monitor quality of service. They typically work under close supervision.</p>	<p>Positions at this level typically provide the full range of professional case management functions to more complex cases, under general supervision. They develop and implement treatment plans, under general supervision. They independently perform assessments and use considerable judgment in the performance of their functions. They conduct individual and group counseling sessions. They provide education and information to families, community providers and other agencies. They may recruit and train other staff, volunteers or family members to provide support services. They may supervise a small program support staff.</p>	<p>Positions at this level typically provide intensive assessment and treatment in serious or complicated cases which require a range of evaluation and therapeutic intervention skills, with minimal supervision. They may lead treatment teams. They may monitor and adjust individual programs or plans as necessary. They may serve as managers of small programs or facilities. They may serve as mentors to other professional staff.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge - Technical</b>	Knowledge of the population to be served and the needs of that population. Knowledge of assessment tools and appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of adaptive, developmental and social behaviors. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.
<b>Therapeutic Counseling</b>	Ability to assess client needs, intervene appropriately and terminate services appropriately. Ability to use therapeutic counseling techniques to teach appropriate behaviors; ability to demonstrate desired behaviors, and supervise the practice of those desired outcomes. Ability to develop behavioral programs. Ability to provide counseling on an individual, family and group basis to achieve individual service plan goals, and to resolve issues.
<b>Communication and Teamwork</b>	Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team to provide services for clients and families.
<b>Interpersonal Skills</b>	Ability to develop and maintain effective relationships with clients and others to encourage and support communication and teamwork and to achieve therapeutic goals.
<b>Planning/Organizing Work</b>	Ability to develop programs of treatment with specific goals and objectives. Ability to implement, monitor and modify programs.
<b>Advocacy Skills</b>	Ability to develop and present the client's interests in all matters.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL****Knowledge – Technical**

Knowledge of the population to be served and the needs of that population. Knowledge of assessment tools and appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of adaptive, developmental and social behaviors. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.

Contributing	Journey	Advanced
Basic knowledge of assessment principles and techniques, and appropriate counseling techniques. Basic knowledge of the populations served and its needs. Skill in observing, recording and evaluating behaviors among the population served.	Working knowledge of assessment principles and techniques, and individual and group counseling methods. Working knowledge of appropriate behavior modification techniques. Working knowledge of available community services. Working knowledge of the needs of the population served.	Full knowledge of assessment principles and techniques, and individual and group counseling methods. Full knowledge of appropriate behavior modification techniques. Full knowledge of available community services. Full knowledge of the needs of the population served. Full knowledge of appropriate crisis intervention techniques. Ability to lead work teams and mentor other professional staff.

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

**Therapeutic Counseling**

Ability to assess client needs, intervene appropriately and terminate services appropriately. Ability to use therapeutic counseling techniques to teach appropriate behaviors; ability to demonstrate desired behaviors, and supervise the practice of those desired outcomes. Ability to develop behavioral programs. Ability to provide counseling on an individual, family and group basis to achieve individual service plan goals, and to resolve issues.

Contributing	Journey	Advanced
Basic understanding of learning theory and ability to adapt and implement theory to specific client needs. Ability to model target behaviors.	Working understanding of theories of human behavior, change processes, learning theory, and treatment of physical/mental health concerns to provide therapeutic services.	Full understanding of theories of human behavior, change processes, learning theory, and treatment of physical/mental health concerns to provide therapeutic services. Ability to modify counseling techniques as required by the nature of the crisis faced.

**Communication and Teamwork**

Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team to provide services for clients and families.

Contributing	Journey	Advanced
<p>Ability to effectively convey information to clients and others, under close supervision. Ability to write correct, complete, concise and coherent notes, reports and log entries, with feedback writing sample – case note and log. Ability to participate in the treatment team process.</p>	<p>Ability to effectively convey information to clients and others, under general supervision. Ability to integrate the findings of the treatment team into a final treatment plan. Ability to coordinate the treatment team process.</p>	<p>Ability to effectively convey information to clients and others, under minimal supervision. Ability to conduct multi-disciplinary clinical interviews and modify treatment plans as needed. Ability to lead the treatment team process.</p>

**Interpersonal Skills**

Ability to develop and maintain effective relationships with clients and others to encourage and support communication and teamwork and to achieve therapeutic goals.

Contributing	Journey	Advanced
<p>Ability to relate positively and calmly to clients. Ability to communicate specific behavioral concepts and techniques. Ability to relate in a consultative role with clients and their families.</p>	<p>Ability to relate positively to community groups and other professionals.</p>	<p>Ability to relate positively in a crisis situation and in dealing with more complex cases. Ability to work with a variety of professionals representing various disciplines related to the client's specific needs.</p>

**Planning/Organizing Work**

Ability to develop programs of treatment with specific goals and objectives. Ability to implement, monitor and modify programs.

Contributing	Journey	Advanced
<p>Ability to participate in the development of treatment plans.</p>	<p>Ability to develop and implement treatment plans as a fully functioning member of the treatment team. Ability to train families and other staff in specifics of the plans.</p>	<p>Ability to review existing treatment plans and identify areas needing improvement. Ability to recommend modifications to those plans and monitor implementation.</p>

**Advocacy Skills**

Ability to develop and present the client's interests in all matters.

Contributing	Journey	Advanced
<p>Ability to assess adaptive, developmental and social behavioral levels of clients referred for their current functioning level. Knowledge of available services and ability to refer clients and families to those services.</p>	<p>Ability to assess a wide variety of current and projected needs of clients using various forms of standardized tests. Ability to follow-up on services being provided to the clients to assure needs are being met. Ability to provide and implement some of the services needed, using counseling and behavioral modification approaches.</p>	<p>Ability to identify client needs in more complex cases and to obtain appropriate services required to meet those needs. Ability to establish both short- and long-range goals for both clients and their families. Ability to serve as a liaison between clients and providers of services. Ability to develop, negotiate, modify and review contracts with providers</p>

**V. MINIMUM TRAINING & EXPERIENCE**

Associate's degree in a related Human Services discipline and two years of experience related to the area of assignment, or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

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