

I. DESCRIPTION OF WORK

Positions in this banded class are responsible for providing psychological services including diagnostic services (assessing intelligence, adaptive functioning, vocational aptitude, academic ability and personality characteristics) and providing direct psychological services at a high level of clinical expertise.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level work closely with higher level Psychology Associates and professionals in the conduct of a psychology program. They may administer standard assessment tools and assist in determining the most appropriate treatment intervention. They typically work under close supervision.</p>	<p>Positions at this level administer a wide array of assessment tools, analyze the results and reaches diagnostic conclusions. They develop intervention plans based on results of evaluations and determine the most appropriate treatment or intervention. They may serve as case coordinators, administer specialized instruments, and provide consultation and therapeutic counseling. They may coordinate activities with a wide variety of clinical staff.</p>	<p>Positions at this level provide the full range of professional psychology functions to the most complex cases, under minimal supervision. They may collaborate in the design, implementation and publication of findings of clinical research projects. They may act as lead to other Psychology Associates or professional staff, training and mentoring those staff. They may represent the client or agency as expert witness in hearings. They may provide consultation to clinical staff and community professionals regarding assessment and treatment issues, family dynamics, treatment techniques and community issues.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Knowledge of the population to be served and the needs of that population. Knowledge of adaptive, developmental and social behaviors. Knowledge of psychology principles, techniques and practices. Knowledge of appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.
Therapeutic Counseling	Ability to use therapeutic counseling techniques to teach appropriate behaviors. Ability to demonstrate desired behaviors, and supervise the practice of those behaviors. Ability to provide counseling on an individual and group basis to achieve individual service plan goals; and to resolve issues.
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.
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.
Planning/Organizing Work	Ability to develop programs of treatment with specific goals and objectives. Ability to develop behavioral programs. Ability to implement, monitor and modify programs.
Advocacy Skills	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 adaptive, developmental and social behaviors. Knowledge of psychology principles, techniques and practices. Knowledge of appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.

Contributing	Journey	Advanced
Basic knowledge of psychology principles, techniques and practices. 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 psychology principles, techniques and practices. Working knowledge of assessment principles and techniques, and appropriate counseling techniques. Working knowledge of the populations served and its needs.	Full knowledge of psychology principles, techniques and practices. Full knowledge of assessment principles and techniques, and appropriate counseling techniques. Full knowledge of the populations served and its needs.

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 use therapeutic counseling techniques to teach appropriate behaviors. Ability to demonstrate desired behaviors, and supervise the practice of those behaviors. Ability to provide counseling on an individual and group basis to achieve individual service plan goals; and to resolve issues.

Contributing	Journey	Advanced
Working understanding of learning theory and ability to adapt and implement theory to specific client needs. Ability to model target behaviors.	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 diagnosis.

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
Ability to listen, ask questions and give feedback to employees. Ability to give clear and concise instructions. Ability to develop and maintain effective communication and work relationships with Physicians, upper management healthcare personnel, patients, families, agencies and others.	Ability to write reports to upper management on operations of the program. Ability to disseminate information on changes in policies, procedures, protocols, etc., via various channels such as meetings, bulletin boards, memos, email, etc. Ability to effectively articulate staffing and recruitment needs to management and administration.	Ability to disseminate information from administration/management including ability to provide interpretation and clarification of information to staff

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
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.	Ability to relate positively to community groups and other professionals.	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.

Planning/Organizing Work

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

Contributing	Journey	Advanced
Ability to participate in the development of treatment plans.	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.	Ability to review existing treatment plans and identify areas needing improvement. Ability to recommend modifications to those plans and monitor implementation.

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. 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.</p>

V. MINIMUM TRAINING & EXPERIENCE

Master’s degree in Psychology. Eligibility for licensure in North Carolina under provisions specified by the Psychology Practice Act. 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.