

COMMUNITY MENTAL HEALTH AIDE (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS:

This is a para-professional position involving the supervised delivery of advocacy, linkage and maintenance services to patients with social and emotional disabilities. Services are provided under established criteria for routine treatment of a disturbed population and are not of the depth or intensity of services that would be provided by a trained therapeutic professional. This position is identical to Community Mental Health Aide with the exception of the required ability of the incumbent to be bilingual to specifically work with Spanish speaking clients and families whose difficulty with English is an additional consideration in their treatment plans. This position differs from those of Recreational and Occupational Therapy Assistants and Activity Therapy Aides, who would be working in the therapeutic occupational or recreational programs of a day treatment center, since incumbents in this position deal with administrative aspects of the delivery of mental health services. General supervision is received from the Clinical Unit Administrator and additional consultation and supervision of services may be provided from high level professional staff. Supervision over other staff is not normally a function of this position.

TYPICAL WORK ACTIVITIES:

1. Meets with patients on a regular basis to discuss patient's problems and progress and refers serious problems to appropriate therapist;
2. Provides general information on programs and course of treatment to patient and/or patient's family;
3. Conducts pre-intake appointments with patients, referring them to appropriate unit within the department;
4. Assists patients in completion of forms, such as financial data forms, intake forms, etc.;
5. Refers patients to community agencies such as OVR or HVOIC, after patient has expressed a desire for a particular type of service;
6. Makes travel arrangements for patients who will be obtaining mental health services at a different physical location;
7. May assist other departmental employees in translating for Spanish speaking clients and families;
8. May make home visits to follow up on broken appointments or to gather routine information;
9. Documents all patient contacts in patient's chart;
10. May gather or compile simple information to assist professionals in the preparation of reports;
11. Attends unit staff meetings, offering personal observations on significant changes in a patient's behavior;
12. May function as a Case Manager which could include the following duties: initial screening and referral of patients entering the system, patient advocacy and acting as a liaison between the patient and the various human service agencies;
13. May function as a patient advocate for a small group of patients which involves monitoring of patient attendance, appointments, problems and progress, making referrals as necessary;
14. May lead or co-lead a variety of community living groups, activity therapy groups and problem solving groups as directed by the Clinical Unit Administrator;
15. May provide telephone counseling or crisis intervention;
16. Does related work as required.

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FULL PERFORMANCE KNOWLEDGE, SKILL AND ABILITIES:

Good knowledge of basic interviewing techniques; working knowledge of the terminology and practices of social casework; ability to work effectively with people in a variety of settings; ability to acquire an understanding of policies, laws and regulations concerning mental health programs; ability to learn of the various community resources and services available in the field of mental health; ability to relate sympathetically to a potentially difficult client population; ability to understand and follow complex oral and written directions; ability to read, write and converse in Spanish and English; good judgment; tact and courtesy; patience; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State recognized college or university with a Bachelor's degree with a major in Psychology, Sociology, Counseling, Education or a closely related field;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree or completion of 60 credit hours of study at a regionally accredited or New York State registered college or university, and two (2) years of full-time work experience working under professional supervision with patients or clients on assigned aspects of their social, health, education or rehabilitation problems in an agency or institution adhering to acceptable standards;
- OR: (C) Four (4) years of full-time work experience working under professional supervision with patients or clients on assigned aspects of their social, health, education or rehabilitation problems in an agency adhering to acceptable standards;
- OR: (D) An equivalent combination of the training and experience as outlined in (A), (B) and (C) above.

Agreed to by the New York State Department of Civil Service, Municipal Services Division and the New York State Department of Mental Hygiene, Division of Local Services (9/1/73).

SPECIAL REQUIREMENT:

Candidates must be fluent in understanding, speaking, reading, and writing Spanish and English.

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ADOPTED: 01/01/95