



**MURTIS TAYLOR HUMAN SERVICES SYSTEM
DEPARTMENT OF HUMAN RESOURCES**

Job Description

Job Title: Client Care Associate (CCA)
Part-Time
Department: Mental Health
Reports To: Medical Director
FLSA Status: Non-Exempt (Non-Bargaining Unit)
Range: Negotiable

SUMMARY: Position is designed to meet the complex needs of persons diagnosed with mentally illness. Requires sound client care knowledge along with customer service temperament to render and support appropriate medically necessary attention to clients. Under the supervision of the Medical Director, devotes nineteen (19) hours per week to client care. Provides services in the community including at client homes and in the clinic.

CORE COMPETENCIES:

- Supports licensed medical professionals by providing client care per Prescriber orders in the clinic and in the community.
- Respectful of client rights and confidentiality and values professional ethics
- Ability to prioritize work and demonstrate organizational and time management abilities
- Competent knowledge about infectious disorders and elementary methodologies employed for infection control
- Sound understanding about physiological issues, including common disorders and workings of body systems
- Ability to observe Privacy/HIPAA regulations
- Keen eye and quality observation skills for marking the patient's mental and physical health
- Strong verbal and concise written communication skills
- Interpersonal skills such as empathetic care and compassion
- Capability to consistently abide by the predetermined protocols to advocate for and link client with needed services
- Crisis management and problem resolution skills
- Ability to work effectively with diversity both with clients and co-workers, including interdisciplinary teams

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

RECORD KEEPING AND DOCUMENTATION: Maintains daily records of service in accordance with required record keeping policies and procedures. Ensures client confidentiality consistent with client rights and all applicable policies and laws.

SUPERVISION AND TEAM MEETINGS: Prepares for and attends all required meetings. Attends related, approved workshops and seminars. Participates in on-going training to improve skill level.

ESSENTIAL KNOWLEDGE AND SKILLS: Must manifest a commitment to the agency's philosophy and standards and have the ability to foster an environment that supports recovery for persons served. Competent to maintain agency standards of productivity and deliver expected and expressed client outcomes. Effective time management essential while working independently. Able to effectively communicate with other service providers and people at various socio/economic levels. Effective written and verbal communication skills required.

QUALIFICATIONS: STNA or Medical Assistant preferred other medical qualifications will be considered on a case-by-case basis. One year of experience in a mental health organization with a background in substance abuse treatment and/or prevention preferred. Valid Ohio driver's license with less than four (4) points on driving record and current automobile insurance which meets state minimum requirements. Willingness to work in the community in Clients' homes.

PHYSICAL AND ENVIRONMENTAL DEMANDS: Ability to lift up to fifty (10) pounds. Requires reasonable amounts of walking to visit clients at residence, hospital, group home, and attend meetings. Reasonable accommodations are made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL JOB REQUIREMENTS: The following are requirements of this job and must be met and maintained at all times during employment in this job:

1. Ability to pass a drug and alcohol screen per the drug free workplace policy
2. Ability to pass criminal background security screenings as required by regulations/laws related to: a) performing the essential duties of this job; b) working in and accessing partner institutions such as the criminal justice facilities, school, residential facilities, etc., c) working in and accessing a MTHSS institution such as a childcare center, residential center, or senior center, etc.
3. Possession of all valid professional licenses required by regulations/laws and accreditation related to performing the essential duties of the job if applicable.
4. Possession of a valid Standard Care Agreement if applicable to this job.
5. Possession of a valid Ohio driver's license with less than four (4) points on driving record
6. Possession of an automobile drivers insurance policy that meets state minimum requirements
7. Possession of an automobile with valid plates which meet state requirements
8. Ability to perform the following for extended periods, periodically and frequently: a) Lift a minimum of 10 lbs., b) Stoop, c) Kneel; d) Bend; e) Feel; f) Walk; and g) Stand.
9. Remain free from being listed by a State, County, City or federal organization as excluded, debarred, suspended, or otherwise ineligible to participate in government funded programs including but not limited to Medicare, Medicaid, Childcare Vouchers, Senior Services, Child Welfare or other.
10. Remain free from being listed on the Department of Health and Human Services Office or the Inspector General Cumulative Sanctions Report;
11. Remain free from being listed on the General Services Administration List of Parties Excluded from the Federal Procurement and Non-Procurement Programs.

I have received and understand my job description:

Employee Name

Date

Director/Manager/Supervisor

Date