



Job Title:	Mental Health Technician II	Position #:	CS-
Job Family:	Clinical Services	FLSA Classification:	Non-exempt (Hourly)
Reporting Supervisor:	Program Manager or Director	Salary Level/Range:	CS-4

JOB DESCRIPTION

JOB SUMMARY: Under the guidance of mental health clinicians as a member of a treatment team, the Mental Health Technician II is responsible for providing supportive clinical services to individuals in psychiatric crisis, including both individual and group treatment, to achieve improved mental health stability by improving overall quality of life in all areas of function. The Mental Health Technician II is also responsible for developing strong collaborative relationships with a wide range of community partners throughout the community and between behavioral health and primary care.

ESSENTIAL FUNCTIONS:

1. Works collaboratively as a part of the MH care team to assist the client’s in optimal MH treatment; Engages in brief MH assessments, brief therapeutic interventions, skill-building, and case management for the client’s uniquely identified needs as a part of the treatment plan;
2. Works in collaboration with psychiatric medication management to assist in referral coordination, scheduling, and brief psychiatric MH assessments to coordinate care prior to medical management services;
3. Assists clients in accessing resources, benefits, and programs (i.e. social security, connection to primary care, food stamps, housing, jobs, etc.);
4. Develops and maintains strong collaborative relationships with a wide range of community partners throughout the community;
5. Supports and assists clients to establish primary medical care and dental services, which includes a special emphasis on helping to build close collaborations between behavioral health and primary care;
6. Provides transportation for clients when appropriate and under the direction of the mental health clinician and/or MH clinical supervisor. A company vehicle is provided to transport clients to approved locations/meetings that will foster improvement in overall QOL, like to job interviews, housing meetings, etc.;
7. When appropriate, conducts or participates in meeting the clients “where they are at,” which could be in community spaces, at their home, or where they are currently living outside;
8. Provides a critical element of mental health treatment by staying connected to clients who have been hospitalized and quickly engaging them in follow-up MH services in the community after discharge, which may also include transition of care if they are in residential treatment upon discharge and/or overall continuity of care for clients, with not only BestCare programs and resources, but also with the client’s entire care team;
9. Participates in and co-facilitates MH group therapy; psycho-educational, skill development, anger management, and skill-building groups;
10. Maintains clinical documentation in a timely manner in within EHR system, following agency policy and Medicaid standards to ensure proper billing/encountering as required;
11. Communicates collaboration and continuity of care with medication supportive recovery, SUD outpatient, and other programs the client is involved in. Facilitates staffing meetings to organize goals and treatment planning as needed;

12. Organizes and develops MH program workflows, in collaboration with the MH clinical care coordinator and supervisor;
13. Consistently engages in report development and program development for the MH team, specifically focusing on optimizing referral opportunities and connections in the community in primary care;
14. Other related duties as assigned.

ORGANIZATIONAL RESPONSIBILITIES:

1. Performs work in alignment with the BestCare's mission, vision, values;
2. Supports the organization's commitment to diversity, equity, and inclusion by fostering a culture of open-mindedness, cultural awareness, compassion, and respect for all individuals;
3. Strives to meet Program/Department goals and supports the organization's strategic goals;
4. Adheres to the organization's Code of Conduct, Business Ethics, Employee Handbook, and all other relevant policies, procedures, and other compliance needs;
5. Understands and maintains professionalism and confidentiality per HIPAA, 42 CFR, and Oregon Statutes;
6. Attends required program/staff meetings and completes assigned training timely and satisfactorily;
7. Ensures that any required certifications and/or licenses are kept current and renewed timely;
8. Works independently as well as participates as a positive, collaborative team member.
9. Performs other organizational duties as needed;

QUALIFICATIONS:

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- Bachelor's degree in psychology, social work, behavioral sciences or related field plus 2 or more years of clinical experience in a behavioral setting *or*
Associate's degree in psychology, social work, behavioral sciences or related field plus 4 or more years of clinical experience in a behavioral setting
- For individuals in recovery from substance-use disorder, must have maintained continuous recovery for the previous two years at the time of hire

LICENSES AND CERTIFICATIONS:

- QMHA required
- Must maintain a valid Oregon Driver License or ability to obtain one upon hire, and be insurable under the organization's auto liability coverage policy (minimum 21 years of age and with *no* Type A violations in the past 3 years, or three (3) or more Type B violations)

PREFERRED:

- Bilingual in English/Spanish a plus

REQUIRED COMPETENCIES: Must have demonstrated competency or ability to attain competency for each of the following within a reasonable period:

- Ability to provide group treatment services with demonstrated understanding of managing group dynamics, providing educational and clinical treatment materials in an effective way
- Ability to effectively engage clients in mental health treatment services wherever possible in a compassionate and supportive manner;
- Familiarity with substance-abusing population and people with disabilities

- Proficiency in MS Office 365 (Word, Excel, Outlook), EHR platform, databases, virtual meeting platforms, internet, and ability to learn new or updated software;
- Demonstrated ability to effectively assess and manage crisis situations using verbal intervention skills in de-escalating experience crisis, risk situations, and aggressive behaviors;
- Strong interpersonal and customer service skills;
- Ability to communicate clearly, concisely, and effectively (orally and in writing);
- Strong organizational skills and attention to detail, accuracy, and follow-through;
- Excellent time management skills with a proven ability to meet deadlines;
- Critical thinking skills;
- Ability to maintain strict confidence as required by HIPAA, 42 CFR, and Oregon Statutes;
- Ability to build and maintain positive relationships;
- Ability to function well and use good judgment and be flexible in a high-paced and at times stressful environment;
- Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively;
- Ability to work effectively and respectfully in a diverse, multi-cultural environment;
- Ability to work independently as well as participating as a positive, collaborative team member.

TOOLS AND EQUIPMENT USED: Standard office equipment including computer/laptop, copy/fax/scanning machine, printer, and telephone or multi-line phone.

WORK ENVIRONMENT/PHYSICAL DEMANDS: The work environment is respectful, multi-cultural and inclusive, and the characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the employee to dress in a manner that meets the standards for professional attire at Best Care or per department- or job-specific requirements (See Dress Code Policy in Employee Handbook). Other working conditions/demands include:

- Primarily indoors (85%)
- May need to wear required Personal Protective Equipment (PPE), as appropriate
- Must wear attire as prescribed for staff working in the assigned Program
- Frequently sits at a desk, stands, walks, bends/stoops, reaches above/below shoulders, uses arms, wrists, hands, and grasps/squeezes
- Occasionally twists, crouches/squats
- Must be able to perform repetitive tasks/motions, have good manual dexterity
- Must be able to lift/carry up to 20 lbs. frequently and push/pull 21-75 pounds occasionally
- Must be able to hear alarms/telephone/audio/normal speaking voice
- Must have clarity of vision: Near (<20"); Mid (>20" to < 20'); Far (> 20')
- Must be able to drive motor vehicle to perform job
- May be exposed to communicable disease

ACCEPTANCE AND EQUAL EMPLOYMENT OPPORTUNITY:

BestCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin/ancestry, religion, sex, sexual orientation, gender, gender identity,

marital or family status, age, genetic information, expunged juvenile record, military status or performance of duty in a uniformed service, physical or mental disability, or any other characteristic protected by local, State, or Federal laws, regulations, or ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change.

Employee Name (Print):		Date:	
Employee Signature:			