

COMMUNITY HEALTH AND COUNSELING SERVICES

DEPARTMENT: Adult, Children and Family Services

DATE: 7/09

POSITION TITLE: Community Rehabilitation Worker I (CRW I)

DEPARTMENT DIRECTOR: Tom Lynn

GENERAL DESCRIPTION:

The Community Rehabilitation Worker I (CRW I) provides rehabilitative treatment, problem solving support, daily living skills services, skills development services, medication administration and crisis support to persons with severe and prolonged mental illness. The goal of these services is to assist individuals in obtaining the support, skills, and services necessary to improve their level of functioning within their communities, maximize independence in the community and to decrease the need for hospitalization. These services are provided within the framework of the ACFS Clinical Model that works from the clients' theory of change and emphasizes the values of fairness, understanding, caring, and respect. The services are delivered in a variety of home, office, and community based settings, depending on the needs of the individual.

The CRW I will be expected to follow direction from the Community Rehabilitation Worker II (CRW II) who provides community integration services for the individuals they support.

SUPERVISION RECEIVED:

Supervised by the Program Supervisor.

PERFORMANCE EXPECTATIONS: (*Includes Essential Job Functions*)

1. Identifies the individuals strengths and needs through in-person contacts with individual, families, guardians, significant others and service providers.
2. Assures that individuals understand their rights to confidentiality and the limits of confidentiality.
3. Assures that individuals understand their rights as recipients of mental health services, including informed consent, risks and benefits of treatment.
4. Assists individuals in the exploration of less restrictive alternatives to hospitalization when appropriate.
5. Assists individuals in identification of unmet needs working with the CRW II to build this information into the Individual Service Plan process.
6. Participates in crisis intervention services with individuals.
7. Provides skill teaching and services to individuals, one to one or in small groups, by hands on assisting, modeling, prompting and/or supervising activities of daily living, including personal hygiene, grooming, laundry, housekeeping, grocery shopping, cooking, personal interactions, community integration, budgeting, and transportation, that are relevant to the maintenance, growth, recovery, health and safety of the individuals.
8. Arranges for or provides transportation, and makes phone calls for appointments as recommended by medical providers, or as indicated in the individuals plans of care.
9. Provides education and rehabilitation to individuals in areas such as illness and symptom management, medication management, emotional and social development, peer interactions, communication skills, assertiveness skills, developing and maintaining independent living skills, and other areas that promote the individuals growth and recovery.
10. Participates in a unit team and provides team coverage.
11. Completes and ensures the maintenance of all required clinical and administrative documentation for individuals.

MEDICATION:

1. Provides medication management for individuals following appropriate procedures.
2. Works with medications in a safe and responsible way, as outlined in the CRMA course guidelines; making sure that the right medication is administered to the right person at the right time, by the right route, in the right dose. Remains aware that errors could be life threatening.

3. Document medications correctly on the Medication Administration Record and in the individuals charts to insure good medication practices and safety for the individuals.
4. Maintains familiarity with the medications being administered, the potential side effects and the risks and benefits to the individuals.
5. Assesses individuals ability to self-medicate and completes related skills teaching with individuals.
6. Completes and submits all medication documentation following CHCS policy and procedures.
7. Performs basic medical tasks including, but not limited to: blood pressure, weight, pulse, respiration, blood sugars, basic first aid, and procedures taught in the CRMA course or in-service training's.
8. Reports to supervisor (or on-call supervisor) any adverse events, medication errors, medication changes, refusals or any other unusual circumstances while administering medications that occurred during the shift.

AGENCY RELATED FUNCTIONS:

1. Understands and follows agency and departmental policies and procedures.
2. Meets established direct service standards.
3. Completes and submits accurate and timely reports.
4. Functions in a cost-effective manner with regard to utilization of time, mileage, and job related expenses.
5. Attends agency meetings as required.
6. Seeks consultation as needed and participates in the supervisory process.
7. Provides added individual and program consultation around any area in which (s)he may have special expertise.
8. Represents the agency in a professional manner.
9. Participates in the orientation of new employees as requested.
10. Obtains applicable licensure and certifications.
11. Participates in required and elective staff development activities in accord with the individual staff development plan (minimum of 20 hours per year).
12. Complies with Agency and mandated safety procedures and regulations for the good of employees and clients.
13. Perform other duties as assigned by the supervisor.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Listed below are the knowledge, skills, and/or abilities required for this position.

Education and Experience:

An Associates Degree with three years of experience, or experience in community based services to individuals with severe and prolonged mental illness for a minimum of five (5) years. Must have MHRT I, or complete the MHRT I Provisional Certification within ten days of employment. Must complete the MHRT I within one (1) year of employment. Must satisfactorily complete a DHHS approved CRMA medication and/or certification course and maintain certification during employment.

Other Skills and Abilities:

1. Ability to work a flexible schedule that includes days, nights, weekends and holidays as scheduled by the Supervisor. Employees are expected to fill in when people are out sick, on vacation, or out on holiday time, and assist with coverage in other housing programs as needed.
2. Ability to work independently and in a team setting. Ability to make independent decisions and do interim planning until more resources can be reached.
3. Ability to access the Supervisor, Supervisor On-call system, and emergency medical, psychiatric systems, and law enforcement and relay information accurately and effectively to other providers and back up services, especially during crisis situations.
4. Ability to accept supervision and direction from the Supervisor.
5. Ability to attend weekly staff meetings that may or may not fall within a regular shift.
6. Ability and willingness to attend in-services and trainings as required.

7. Ability to accept instruction and/or direction from CRW II to ensure coordinated efforts for specific task completion.
8. Coordinates with other staff regarding individuals information, activities or appointments to maintain consistency within the program.
9. Demonstrated competence and utilization of the ACFS Client Directed, Values Guided, Clinical Model.
10. Ability to be a responsible, positive role model for peers and residents.
11. Ability to communicate clearly, effectively, and in a professional manner.
12. Ability to get along with others and maintains a positive work atmosphere within the team.
13. Must have excellent written and oral communication skills, and be able to relate effectively with supervisory staff, co-workers and residents.
14. Must possess a current State of Maine driver's license and a reliable means of transportation with a minimum of \$100,000/\$300,000 auto liability insurance.

Physical Demands: *The essential physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.*

The employee must be able tolerate outside weather conditions, sit and drive a car or van. Typically, individual trips in a car will be up to one hour in length. Several trips per day may be required.

The employee is required to stand, walk, occasionally pull, push, carry, grasp, bend and twist at the waist, reach waist high with hands and arms, work over-head, climb or balance, stoop, talk, hear, kneel, lift and carry heavy objects up to 30 lbs. The employee must be able to walk on uneven surfaces and climb stairs. The employee will frequently be required to stand, walk, sit, climb stairs or balance, reach shoulder high, and walk on uneven ground. The employee must be able to sit long periods, greater than 4 hours per shift, at a computer and type/document outcomes of visits and meetings in a timely manner. The employee must be able to talk on the phone and in person to individuals, small groups, and occasionally large groups; hear; write; read; and use close, distance, and peripheral vision, depth perception, determine colors, and adjusted focus. The employee must be able to tolerate exposure to second-hand tobacco smoke in the residents homes and other community settings. The employee must be able to tolerate long work hours with few or no breaks in sometimes intense environment. The employee must be able to do multiple tasks often and pay attention to detail. The employee is required to do some strenuous activities (i.e., lugging groceries, supplies and laundry, shoveling snow, raking and clearing small debris, vacuuming, dusting, moving light furniture, hauling trash, cleaning floors, ceilings, walls, bathrooms and other surfaces).

Mental Demands: *The mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.*

1. Ability to exercise judgement, demonstrate flexibility, and work independently or with a team under general direction.
2. Ability to meet deadlines, including those that may be difficult to meet, and to meet productivity standards.
3. Ability to complete paperwork on time.
4. Ability to respond calmly and effectively to varying stressful or hostile situations with tact and diplomacy.
5. Ability to get along with others and articulately interact with a variety of professionals and levels of management.
6. Ability to assist clients in dealing with problems and goals within the framework of their own theories of change by possessing an awareness of multiple possible conceptual models with which to organize thinking.
7. Ability to emphasize the values of fairness, understanding, caring, and respect in working with clients.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The usual environment is indoors in an individual's home, an office, and a group room. Regularly, the employee will be required to transport him/herself to locations where the individual receiving services is

