

Community Support Provider

Behavioral Health Specialists

Norfolk, NE 68701

Job details

Salary - From \$35,568 a year
Job Type - Full-time
Number of hires for this role - 1



The Turn-Key to Hope, Healing and Recovery.

Full Job Description

Job Title: Community Support Provider
Department: Community Support Program
Reports To: Director of Community Support
FLSA Status: Exempt

Summary: The Community Support Provider provides client advocacy, ensures continuity of care, supports clients in time of crisis, provides/procures skills training, ensures the acquisition of necessary resources, and assists the clients in achieving community/social integration.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Case Management:

- Conducts comprehensive, strengths-based assessment with each new client entering CSP-MH or CSP-SA services.
- Collects information to develop individual Service Plans with each client on an on-going basis.
- Directly provides active rehabilitation and support interventions with focus on activities of daily living, education, budgeting, medication compliance and self-administration, relapse prevention, social skills, and independent living skills.
- Participation in and reporting to rehabilitation/treatment team on progress in the areas of medication compliance, relapse prevention, social skill acquisition and application, education, and substance use/abuse.
- Coordination of services and case management activities including coordination or assistance in accessing medical, social, education, housing, transportation, or other appropriate support services as well as linkage to more/less intensive community services.
- Crisis/relapse prevention planning.
- Provision of support and intervention in times of crisis. Crisis relapse intervention and involvement to transition consumer's return to the community and avoid the need for higher levels of care.
- Facilitate communication between treatment and rehabilitation providers and with primary/supervising practitioner.
- Monitor medication compliance, if applicable.
- Maintains a case/production load as defined by Health and Human Services service definitions.
- Visits and/or contacts clients in his/her caseload consistent with client and family needs.
- Ensures follow-through by clients on hospital discharge recommendations.
- Arranges for and/or provides transportation for clients to and from service appointments.
- Required to be able to drive, sit for periods of time in a car and be able to get in and out of a car many times a day.

Documentation:

- Documents all client-related activities in the services record.
- Completes accurate and coherent documentation within timeframes defined by agency standards.
- Assigned charts are kept current and accurate as defined by agency standards.
- Registers and authorizes DBH/CDS-eligible clients at the time of admission; authorizes clients for CSP services, as required by other pay sources. Re-authorizes clients for CSP services when authorizations expire.
- Completes all steps to discharge a client completely after services have ended.

Crisis On-Call:

- Provides 24-hour emergency coverage duties for the Community Support Program, in-office or after-hours, as assigned.

Other:

- Maintains communication with service agencies to monitor follow-through by clients.
- Communicates regularly with supervisor and other team members regarding assigned clients and areas of concern.
- Participates in staffing, case conferences, and other meetings held by providers or agencies involving the client.
- Participates in quality assurance and evaluation processes of the Program.
- Must comply with Agency policies and procedures, including those regarding conduct, confidentiality, and record keeping.

Education and/or Experience

BS degree or higher in psychology, sociology, or a related human service field is preferred, but two years of course work in a human services field, and two years experience/training with demonstrated skills and competencies in treatment with individuals with a mental health diagnoses is acceptable.

Certificates, Licenses, Registrations

Must be a Nebraska licensed driver with an insurable driving/safety record.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Possess knowledge of case management functions, signs and symptoms of mental illness, and the physiological impact of mental illness.
- Possess knowledge of specialized services/resources available to persons with chronic mental illness and/or substance abuse/dependence.
- Ability to work independently, to organize work and to determine priorities in order to meet job expectations and deadlines.
- Ability to follow both oral and written communication.
- Ability to communicate effectively, and to establish rapport with Agency personnel, clients and others on their behalf, and other service representatives.
- Ability to communicate effectively in both oral and written format.
- Willing to work some evening and weekend hours.
- Must be at least 21 years of age.
- Ability to pass and maintain intensive background check required by the agency.
- Willing to obtain a flu shot annually (except for those allergic to the vaccine or who have a religious exception) or must wear a mask when agency deems appropriate due to times of high illness.
- If in substance abuse recovery, a minimum of two years continuous sobriety/"clean time" is required and maintained throughout employment.

Benefits:

- 401(k) • 401(k) matching • Dental insurance • Flexible schedule
- Flexible spending account • Health insurance • Health savings account
- Life insurance • Paid time off • Professional development assistance
- Referral program • Retirement plan • Vision insurance

Schedule: Monday to Friday

Education: High school or equivalent (Required)

License/Certification:

- Driver's License (Required)
- Work Location: One location

Schedule: 8 hour shift