

MARION SENIOR SERVICES

Job Description

Position: Human Services Counselor (LCSW/LMHC)

Reports to: Director - Community Care-Elderly

Summary

Responsible for coordinating and implementing counseling and other therapeutic services for all Advocacy & Care Team (ACT) clients. Utilizing a holistic view of the client, the HSC will help to identify presenting issues and barriers to access of care to ensure implementation of services as quickly and efficiently as possible, with the most respect and the least intrusion into the clients life for as long as possible (e.g. to prevent or delay institutional placement through the utilization of community resources and alternative levels of care as long as it is safe to do so). The HSC must have the ability to assess and clearly document the client's needs, develop care plans, secure needed services (both internal and external services as necessary), maintain accurate detailed case notes, provide ongoing assessment of changing needs and adequacy of services in compliance with program guidelines and regulations. This position may serve in a supportive liaison role to health care professionals, emergency first responders, court services, etc.

Essential Duties

The following statements describe the principal functions of this position and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

- These teams utilize the combined expertise of a community paramedic and the behavioral health specialist (HSCM or HSC) to de-escalate situations and help link individuals with mental/behavioral/substance use issues to the appropriate services.
- Provide initial and ongoing assessments to include suicide assessments, substance abuse history, living situation, support system, mental status, history, strengths, and barriers, needs and resources, medical status, and medications.
- Complete comprehensive risk assessments and biopsychosocial assessments on eligible participants.
- Provide link between healthcare, emergency service personnel, and community resources, establishing interventions related to goals.
- Coordinate the activation of services with the appropriate CCE/ADI/LSP/HCE Case Manager.
- Develop, maintain, and monitor care plans and records based upon the documented needs to assist the client in achieving their goals. In conjunction with the individual served, family members, service providers and significant others, develop a care plan and/or treatment plan that utilizes individual strengths and addresses identified needs. All pertinent documents are signed by the client, caregiver, case manager, and counselor.

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- Provides crisis follow up to clients to help ensure they are receiving the appropriate treatment/services.
- Develop relationships with hospital social workers, first responders and other community resources to ensure appropriate care management of clients with substance use/abuse, mental health, or other chronic conditions.
- Identifies and escalates quality of care issues through established channels (e.g. guardianship, placement, Advanced Directives, etc.).
- Assists in the identification and reporting of potential quality improvement issues.
- Responsible for assuring these issues are reported to the appropriate department.
- Integrate mental health or therapeutic interventions with overall services and supports to improve quality of life.
- Review and monitor case records to ensure compliance and data integrity with eCIRTS, KIS, and other program requirements.
- Report any case of suspected abuse, neglect or exploitation of disabled and frail elderly clients to the Florida Abuse Hotline and perform face-to-face contact as mandated by State of Florida Law.
- Document activities conducted on behalf of a client in the case record.

Essential Requirements

- Computer proficient in Word, Excel, PowerPoint, Outlook, and Internet.
- Considerable knowledge of the principles and practices of assessment, case management, and counseling.
- Working knowledge of DoEA and LSF programs.
- Experience in outreach and knowledge of aging-related issues and available community resources.
- Knowledge of the methods, procedures, and techniques for conducting research, analyzing data and developing applicable reports.
- Ability to maintain effective teamwork approach to working relationships with other employees and members of the public.
- Ability to remain calm in stressful situations.
- Excellent customer service skills
- Ability to write narratives and reports for client's case record that conform to prescribed style and format. Electronic documentation and reporting are required within fourteen (14) days of interaction.
- Strong communication skills are essential, and this individual must be able to interact appropriately with internal and external customers, families, caregivers, community service providers, supervisory staff and other department professionals.
- Must have a high degree of accuracy in all assignment areas.

Supervisory duties

- None

Education and Experience

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- Master of Social Work (MSW) or Master of Mental Health Counseling (MHC)

Licenses and Certifications

- LCSW (Licensed Clinical Social Worker) or LMHC (Licensed Mental Health Counselor), preferred
- Valid Florida Class E Driver's License and Driving Record that meets company's insurance standards is required. Must have reliable transportation.
- Department of Elder Affairs Uniform Client Assessment and Care Planning Certification preferred. (This certification must be obtained within 6 months of starting position.)

Physical Requirements and Additional Skills

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Walking, standing, sitting, stooping.
- Requires normal range of hearing, vision and manual dexterity to operate keyboard, telephone, photocopier, calculator and other office equipment as needed.
- The planning at the end of the encounter depends on numerous factors, and outcomes can range from leaving the individual with necessary resources, transporting the individual to the hospital or walk-in clinic, and providing support and resources for family members and other on scene.

Work Environment

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

- Community Setting; Office setting occasionally
- Clients may be counseled via phone, video conferencing or in person.
- HSCM will ride with the designated community paramedic.
- HSCM may interact with various other agencies (e.g. law enforcement, Hospice, etc) and encounter unpredictable clients and situation.
- Travel to designated locations as needed; must have reliable transportation.
- Frequent contact with staff and public.

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