



POSITION TITLE: Community Support Specialist	REPORTS TO: Clinical Coordinator, Regional Manager, or Director
DEPARTMENT: Services/Supportive Housing	FLSA STATUS: Non- Exempt

EXPECTATIONS

Understand and follow Triple C Housing’s Compliance Plan, employee handbook, policies, procedures and rules, and its mission, vision and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, personalization, commitment to our community, and accountability and ownership.

OVERVIEW

The Community Support Specialist is responsible for providing services and support using best practices to ensure wellness and recovery initiatives are followed, progress monitored, and outcomes evaluated. Promotes psychiatric rehabilitation and continued independence in daily living, community integration, self-advocacy, financial literacy and self-sufficiency. Works closely with treatment team to ensure continuity of care and service delivery, working toward achievement of recovery and goal plans.

As per NJAC 10:37B-5.2(d), duties minimally include: contributing to the development, implementation, monitoring, and updating of the individualized rehabilitation plan; performing therapeutic rehabilitative skill development; offering services appropriate to meet the consumer’s needs; performing crisis intervention; coordinating and managing services.

RESPONSIBILITIES

Services:

- Ensure compliance with the Division of Mental Health and Addiction Services (DMHAS), Centers for Medicare and Medicaid (CMS) and other governing bodies, as well as agency policies and procedures.
- Provide case management services and community support services to promote wellness and recovery activities using evidence based best practices inclusive of Motivational Interviewing (MI), Illness Management and Recovery (IMR), Wellness and Recovery Action Plan (WRAP), and Integrated Dual Disorders Treatment (IDDT).
- Manage assigned caseload, assess consumer needs and develop service plans in line with IRP and agency guidelines and program commitments, to ease transition into community.
- Review individual recovery plans regularly to determine the need for continued social services and modify as necessary.
- Assist consumers with activities of daily living via skill training, to include, but not limited to:
 - Cleanliness / personal hygiene
 - Financial literacy/money management / budgeting
 - Household management responsibilities/laundry/cooking/shopping
 - Community involvement / community integration / inclusion
 - Secure benefits and entitlements
 - Medical case management (doctor’s appointments, prescriptions, etc.)
 - Employment
 - Transportation navigation
 - Education
 - Encourage family and natural supports



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- Schedule regular meetings with consumer, providing at-home visits. May also provide transportation and coordinate activities for community integration.
- Provide assistance with securing housing, application process, utility set-up, etc. as needed.
- Provide community and social service linkages to residents upon request or as needed.
- Provide case management services in achievement of goals, which may include:
 - Mental health and physical health counseling and services
 - Rehabilitation, vocational and employment assistance
 - General health and dental services
 - Income support and benefits
 - Substance abuse (alcohol, drugs) treatment linkages
 - Assist with understanding rights and responsibilities under a tenant lease arrangement, including the eviction and appeal process.

Administrative:

- Prepare required documentation timely and accurately for consumer charts, either via electronic health record or manually, as per established guidelines. (Case notes, weekly progress notes, recovery plans, etc).
- Consult with Coordinator, RN, and treatment team regularly.
- Prepare and submit documentation required for accurate billing.
- Report any facility issues to maintenance for repair.
- Follow established procedures for use of petty cash.
- Complete annually required trainings.
- Perform other duties or special projects as assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Ability to meet established targets with caseload to include face to face and collateral contact.
- Effective communication skills, (oral and written), with the ability to exercise critical thinking skills and sound judgment.
- Ability to handle multiple projects and prioritize accordingly, exercising good time management skills.
- Ability to read, write and speak the English language. Bilingual a plus.
- Demonstrate and promote cultural sensitivity and professionalism.
- Ability to operate motor vehicle (car/minivan) safely, practicing defensive driving techniques.

REQUIREMENTS

- Bachelor’s degree in Mental Health or Human Services, or related field, from an accredited college or university; or the equivalent of four years’ experience/education in the field.
- Bachelor’s degree in another field with two years’ experience in behavioral healthcare setting.
- Prior experience in behavioral healthcare setting preferred.
- Knowledge of Microsoft Office and ability to navigate technology.
- Possess First Aid and CPR Certification.
- Valid driver’s license in the state of residence with driving record in compliance with Agency policy.



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PHYSICAL REQUIREMENTS

- Use of standard office equipment (telephone, fax, computer, laptop, copier, etc.).
- Moderate physical effort to assist and provide training to consumer in home environment with daily living activities.
- At times may lift and carry items weighing up to 25 pounds.
- Some lifting may be required, in addition to walking, sitting, standing, bending, stooping, and driving.

Print Employee Name: _____

Employee Signature: _____ Date Received: _____

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as requested by their supervisor in accordance with Triple C Housing guidelines.

Requirements are representative of minimum levels knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.

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