

Job Description

Department: Community Support Services

Job Title: Community Support Specialist

Reports to: Community Support Services Team Lead, Director of Integrated Health and Community Based Services

Job Purpose: The Community Support Specialist is responsible for providing service coordination to adult consumers with severe and persistent mental illness and support consumers as they live and work in their communities by reducing or managing mental health symptoms and associated functional disabilities that negatively affect community integration and stability.

Essential Duties and Responsibilities:

- Work with clients in providing or arranging services that include permanent housing, mental health care, therapy, medication management, and medical and dental services.
- Assist clients with activities that will encourage independent personal growth, including shopping, budgeting, leisure-time activities, and integration in the community through such programs as Friendship House.
- Work closely with community resources and organizations in coordinating client services.
- Assist clients in finding, accessing, and maintaining eligible benefits and resources within the community.
- Serve as an advocate for the client to ensure their rights are being protected.
- Maintain individual charts on each client in adherence to Iowa Code Chapter 24 and other policies and regulations established by the agency; charts should include an assessment, social history, progress notes for each contact, updated Psychiatric Medical Examination with Axis I diagnosis, releases of information for all provider contacts.
- Record up-to-date progress notes for each contact with clients.
- Serve as a community educator by providing community support services information to relevant organizations and groups.
- Attend provider team meetings as necessary to ensure appropriate collaboration of services and treatments for the clients.

Additional Duties and Responsibilities:

- Accomplish all tasks as appropriately assigned or requested.

Competencies:

- Social Skills—the individual professionally interacts with employees and patients and models a positive teamwork attitude.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.
- Interpersonal skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations and demonstrates one-on-one and group presentation skills.
- Written communication—the individual edits work for spelling and grammar, presents data effectively and is able to read and interpret written information.

Experience and Education:

Required:

- Bachelor's degree in human services field
- Ability to create relationships with consumers that balance support for the mental illness symptoms and functional disabilities with maximum individual independence.

Preferred:

- Knowledge of Siouxland community resources

This job description is not intended to be all-inclusive and does not constitute a written or implied contract of employment. The employee will be expected to perform other reasonably related duties as assigned by the immediate supervisor and/or other management personnel.