

Jurisdictional Class: Competitive
Adopted: September 9, 1974
Revised: May 3, 2010

COMMUNITY MENTAL HEALTH AIDE

DISTINGUISHING FEATURES OF THE CLASS: This work involves the performance of paraprofessional duties and liaison work with patients and public and private agencies so that the professional staff of local mental hygiene agencies may devote more time to the complex and technical phases of their work. The work is performed in accordance with policies and procedures established by the agency with some leeway for the exercise of independent judgment. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides information to other human service providers and professionals regarding the Services available at the Mental Health Clinic;
Assists the professional staff in services related to treatment such as social training, recreation, follow-up studies, etc;
Conducts preliminary interviews with office visitors and may make field visits as assigned;
Makes necessary contacts to obtain referral data or other significant medical or psychiatric data;
Takes incoming calls and if possible secures necessary information for transmittal to professional staff;
Explains agency policy and procedures in relation to personal data and substantiating documents;
Schedules and arranges appointments with professional staff;
Compiles unit statistical reports;
Prepares and maintains case activity controls;
Processes application, authorizations, and reports;
Transports patients as required where other transportation is not available;
Maintains statistical reports and other records of interviews, inquiries, complaints, and appeals.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of basic interviewing techniques;
Working knowledge of the techniques of report writing;
Ability to readily acquire an understanding of policies, laws, and regulations relating to the Mental Health Program;
Ability to follow complex oral and written directions;
Ability to work effectively with public and private agencies and with the general public;
Ability to present oral and written comments and opinions clearly and concisely;
Ability to relate to the disabled.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience in working under professional supervision with patients or clients on assigned aspects of their social, health, education, or rehabilitation problems in an agency or institution adhering to acceptable standards.

NOTE: Study at a regionally accredited or New York State registered college or university may be substituted for the above experience on a year-for-year basis.