

Department: Mental Health
Classification: Competitive
Grade: _____

SPEC DISK E2
DOCUMENT 19

COMMUNITY MENTAL HEALTH AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing important sub-professional duties and liaison work with patients and public 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. Supervision may be exercised over the work of clerical subordinates. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

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;

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 applications, authorizations and reports;

Transports patients as required where other transportation is not available;

Maintains statistical or other records of interviews, inquiries, complaints and appeals.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough 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; initiative and resourcefulness; tact and courtesy; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Four 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 standard.

NOTE: A maximum of two years of 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.