CLASS TITLE: MENTAL HEALTH WORKER SUPERVISOR

BASIC FUNCTION:
Under general direction of an assigned manager, plan, organize and supervise the daily activities of staff performing a variety of client support duties in the Department of Behavioral Health Services.

DISTINGUISHING CHARACTERISTICS:
Mental Health Worker Supervisor is the supervisory level of the Mental Health Worker series. The class provides oversight for the daily services and activities of Mental Health Workers in an assigned program or support section. The next lower class of Mental Health Worker III is the advanced journey-level of the series and provides direct client services under minimal supervision.

ESSENTIAL FUNCTIONS:

Plans, organizes, and coordinates the daily activities of subordinate support staff assigned to assist clients in meeting their treatment needs as identified by clinical staff.

Develops work schedules; assigns and monitors staff providing client support in programs where therapeutic and a variety of support resources are required; coordinates assignments to assure effectiveness and efficiency.

Supervises, trains, and reviews the performance of assigned staff; participates in the selection of new personnel as assigned; recommends changes to assignments as necessary.

Supervises the collection and recording of program statistics; prepares monthly and periodic statistical reports for use in allocating program costs and securing reimbursement; prepares and supervises the maintenance of records, files, logs and reports related to assigned personnel, inventory, supplies, work requests and work performed.

Compiles and organizes data for administrative reports; reviews, proofreads, and edits materials prepared by staff to assure accuracy and completeness.

Provides technical expertise and responds to questions from assigned staff and others regarding services and procedures; participates in new employee orientation to assure understanding of unit services.

Communicates new or revised policy and procedure information to staff and gains understanding of application to daily activities and services.

Trains assigned staff regarding County policies, ordinances and State and federal laws; develops specific policies and procedures to assure compliance.

Composes correspondence and other forms of communication independently or as requested; references pertinent policies, rules, regulations and contracts in preparing correspondence related to assigned activities.

Monitors unit budget expenditures during the fiscal year; maintains a variety of financial records and accounts related to expenditures.

Coordinates the facility and maintenance needs of the equipment and vehicles used by staff; maintains service records.

BOS: June 27, 2017 – Revision
Processes payroll related documents as required ensuring accuracy and completeness.

Attends and conducts staff meetings; prepares and present reports regarding section activities and applicable statistics.

Trains and assists subordinate staff in securing the appropriate licensure or experience to meet program requirements, rules, regulations and laws.

Provides a variety of information to other County departments, personnel, and a variety of outside agencies and organizations.

Performs other duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
Oral and written communication skills.
Basic record-keeping techniques.
State Welfare and Institution Code including those dealing with patient’s rights.
County and departmental policies and procedures.
Community agencies which interact with the Behavioral Health Department, including the services they provide.
Operation of a motor vehicle, including multiple passenger vehicles as assigned.
Interpersonal skills using tact, patience and courtesy.
Cardio Pulmonary Resuscitation.

**ABILITY TO:**
Communicate effectively both orally and in writing.
Ensure departmental policies, procedures and requirements are followed.
Learn, apply and explain policies and procedures.
Train and supervise personnel.
Perform simple mathematical calculations.
Maintain multiple reports and records for the department as well as outside agencies, in order to be in compliance with pertinent laws and regulations.
Meet schedules and timelines.
Maintain a variety of confidential records and files, ensuring subordinate staff is trained and understands the importance of confidentiality.
Observe client conduct and progress while responsible for care.
Work with discretion, ensuring all confidentiality regulations, policies and procedures are followed.
Work in difficult or hostile situations and remain calm while ensuring the safety of staff and clients; maintain control of situations and keep problems from escalating.

**EDUCATION AND EXPERIENCE:**
High School diploma or GED plus one year experience at the level of a Mental Health Worker III; OR an associate degree and two years of experience in the human services field; OR five years of experience working in the human services field.

**LICENSES AND OTHER REQUIREMENTS:**
Valid California Driver’s License. Depending upon assignment, a Class B Driver’s License and/or current Red Cross Certification as a CPR Trainer may be required.

**WORKING CONDITIONS:**
Office and clinic environment; subject to shift work; position may require driving from site to site to
conduct work and/or transport staff and clients; may require periodic extensive driving; work hours may vary depending upon the availability of subordinate staff; may be required to assist in lifting, restraining and subduing mental health clients; may be exposed to physically and verbally abusive clients and communicable diseases.