LIFE MANAGEMENT CENTER, INC.
POSITION DESCRIPTION
Last Revised 09/25/2026

Incumbent's Name:		**Employment Status:**	Regular
Job Title:	Inpatient Mental Health Assistant (MHA)	**Reports To:**	**Director of Nursing**
Classification:	Non-Exempt	**Supervises:**	N/A

Mission Statement:
It is the mission of Life Management Center to inspire confidence and respect as a provider of comprehensive behavioral care and family counseling services and to be a valued parter in the alliances that promote the health and quality of life of our community and its members.

JOB SUMMARY:

Provides client supervision, care, and activities services in accordance with professional staff direction and unit procedures. Assists clients in activities of daily living, assists in implementing treatment plans and provides supportive contact with clients.

ESSENTIAL/CORE JOB-SPECIFIC DUTIES AND RESPONSIBILITIES

1. Follows MHA guidelines as outlined for assigned unit.

2. Supervises clients during program activities, meals, courtyard breaks and all unscheduled times or as directed by supervisor. Assists clients with activities of daily living as necessary (eating, laundry, personal hygiene, etc.) Ensures laundry is tracked accurately and returned to client. Assists clients in ambulating as needed. Assists in meal preparation, serving, and clean-up in conjunction with dietary staff. Supervises and documents meal intake as directed by nursing or supervisory staff.
    a. Build rapport with clients through consistent, respectful, and supportive interactions.
    b. Facilitate group and individual therapeutic activities that align with treatment goals.
    c. Monitor and document client progress, behaviors, and interactions.
    d. Assist in the supervision of the unit as directed. Respond to crises with professionalism, using de-escalation and therapeutic intervention techniques.
    e. Uphold safety protocols and maintain composure under high-pressure situations.

3. Supervises clients on special observation/precautionary status levels as assigned by supervisor. Monitors other clients in accordance with program procedures or as assigned by supervisory staff.

4. Orients clients to unit/facility, rules and responsibilities, schedules and activities, etc. at time of admission in accordance with unit procedure. Documents orientation activities in accordance with program specifications. Performs accurate inventory and documents correctly upon admission of a client. Completes inventory of client belongings and monitors client compliance with contraband prohibition in accordance with unit procedures to ensure the safety and security of clients and staff. Notifies nurse of any suspected possession of contraband or potentially dangerous object on unit.

5. Communicates immediately to nursing staff important information regarding client's concerns or complaints regarding physical and emotional needs, changes in client functioning or status, any symptoms of possible medical or psychiatric emergencies, or possible missing persons or elopements.

OTHER JOB-SPECIFIC:

1. Implements scheduled treatment and program activities in accordance with program plan for daily activities and supervisory directives. Leads or co-leads groups, meetings, and activities as assigned.

2. Completes client record documentation as appropriate in relation to client's participation, involvement and progress in unit activities during shift in accordance with unit procedures and Client Record Handbook.

3. Monitors and ensures unit/facility cleanliness, order, safety, and security throughout shift. Takes appropriate actions as needed to prevent or correct safety hazards. Provides basic cleaning and assistance with after-hours repairs in the absence of housekeeping and maintenance staff as requested or as directed by supervisor. Conducts clean-up and straightening after meals, unit activities, accidental spills, etc. in accordance with assignments or as directed by nurse or supervisor. Complies with documentation of "Change of Shift" checklist.

4. Must participate and complete all levels of Crisis Intervention Institute (CPI) training to include verbal intervention (VI), nonviolent crisis intervention (NCI), and nonviolent crisis intervention with advanced physical skills (APS).

5. Assists in the placement of clients into seclusion/restraint as directed by nurse using approved techniques and methods. Observes and documents monitoring of client behavior in accordance with unit procedure. Initiates and/or immediately responds to "code green" as needed in accordance with unit procedure.

6. Takes and documents client's vital signs for assigned clients at least once during shift. Notifies nurse of any abnormal findings or questions/concerns.

7. Transports clients to outside appointments, activities, or agencies (e.g., state hospital), as directed by the supervisory/nursing staff. Assists in conducting outings and activities as assigned by supervisory/nursing staff.

8. Escorts visitors in and out of unit as indicated and provides supervision of visitation as directed by nurse (day and evening shifts) in accordance with unit procedure.

9. Participates in shift report as directed. Communicates key information regarding client functioning and status as appropriate to ensure oncoming shift is aware of any special needs of clients. Completes inter-shift checklist with oncoming/previous shift to ensure unit safety and cleanliness. Attends staff meetings as required.

10. Completes audits of medical records to ensure compliance with record keeping standards. Flags deficiencies for follow-up/corrective action (e.g., missing signatures, etc.). (night shift or as assigned).

11. At the conclusion of a shift, must clear departure with the unit supervisor to ensure shift coverage and continuity. May be required to remain on duty at the conclusion of a regularly scheduled shift at the discretion of the unit supervisor if the staffing needs of the unit so dictate. For example, if the "replacement" does not report for duty, and absence would result in a variance from required or safe

staffing levels, must remain on duty until adequate alternate coverage can be arranged.

CLINICAL COMPETENCIES/PERFORMANCE

1. Demonstrates knowledge and skills to systematically obtain, analyze, and interpret relevant data and information to determine treatment recommendations and priorities.

2. Demonstrates knowledge about substance abuse, dependence, and other addictive behaviors and their treatment. Demonstrates ability to screen for psychoactive substance toxicity, intoxication, withdrawal symptoms, and co-existing mental health problems; and determine the client's readiness for treatment and change.

3. Demonstrates ability to screen for danger to self or others.

4. Demonstrates understanding of the range of treatment needed and knowledge of available treatment resources and their appropriate use in formulating with the client mutually agreed-upon treatment goals and measurable objectives.

5. Therapeutic Relationships/Ethics: Effectively establishes rapport, maintains appropriate therapeutic relationships, empathizes and communicates with clients. Respects and ensures protection of client rights and confidentiality/ privacy. Demonstrates knowledge of and adherence to accepted ethical and professional standards of conduct.

6. Demonstrates knowledge and skills of Trauma Informed Care to assist clients with potential paths for recovery and recognize the signs and symptoms of trauma.

CENTERWIDE EXPECTATIONS

1. Performance Improvement: Initiates efforts to improve job, program, or Agency performance and quality of services. As appropriate, participates in Life Management Center performance improvement initiatives or activities (e.g., work teams, committees, etc.).
2. Initiative/Acceptance of Responsibility: Demonstrates self-motivation and self-reliance. Performs tasks willingly and carries out assigned duties. Adjusts to peaks in work load; demonstrates flexibility and adaptability to change. Performs additional responsibilities as needed/required.
3. Attitude/Customer Relations: Demonstrates a positive, supportive, respectful and helpful attitude in interactions with all clients, visitors, other employees and the public. Contributes to cohesive group relationships; uses open communication to identify and resolve problems in and between units/departments.
4. Client Safety: Demonstrates a commitment to ensuring services provided/job performed promote and maintain a culture of client safety throughout the agency. Effectively communicates and proactively identifies risks to help reduce errors and other factors that may contribute to unintended adverse outcomes.
5. Performance Appraisal: Conducts or assures completion of the formal performance appraisal process for assigned staff and programs. Maintains at least 90% compliance with on-time completion and submission to HR for assigned appraisals.

6. Attendance: Observes assigned work hours, use and scheduling of leave, and punctuality by using PowerTime. Provides notification of absences, tardiness and leave requests in accordance with the Agency's policies and procedures. Respects length of time taken for lunch breaks and work breaks.
7. Training and Education: Maintains compliance with required training in accordance with established time frames on My Learning Pointe. Seeks opportunities to increase knowledge and competencies which benefit the position, program or Agency.
8. Other duties as required: Complies with changes in duties and assignments in a positive and cooperative manner.

QUALIFICATIONS:

Education/Experience:

- A high school diploma or its equivalent.
- Minimum of one (1) year of related work experience in a client care setting preferred.

Licensure or Certification:

- Must obtain and maintain current CPR, First Aid, and CPI certifications.
- Must possess current, valid driver's license and maintain Life Management Center Designated Auto Driver status.

Competency/Skills

- Ability to actively listen to others and to establish and maintain effective working relationships while demonstrating understanding, patience and tact in dealing with clients, personnel and the general public.
- Ability to follow written and verbal instructions and guidelines and complete work assignments. Must be able to communicate effectively verbally and in writing.
- Ability to recognize medical and psychiatric emergencies to obtain professional staff assistance. Ability to establish and maintain therapeutic relationships, empathizes, and communicates with clients and family members.
- Ability to maintain complete and up-to-date documentation in accordance with program specifications. Ability to manage aggressive behavior. Ability to screen for aggression or danger to others, and potential for self-inflicted harm or suicide.
- Ability to teach basic living / activities of daily living skills.
- Ability to systematically obtain, analyzes, and interprets relevant data and information to determine treatment recommendations and priorities.
- Ability to effectively establish rapport, maintains appropriate therapeutic relationships, empathize and communicate with clients. Ability to manage aggressive behavior.

Knowledge

- Must attain competencies for current job skills and requirements in accordance with training schedule and completion of probationary period.
- Understanding of the range of treatment needed and knowledge of available treatment resources and their appropriate use in formulating with the client mutually agreed-upon, treatment goals and measurable objectives.
- Knowledge of accepted ethical and professional standards of conduct. Knowledge of PI tools and techniques and ability to apply them. Knowledge of client safety principles and practices.

WORKING ENVIRONMENT/PHYSICAL DEMANDS:

Definitions for the frequency of occurrence:

Not Applicable (does not perform this activity)
Occasionally (performs activity up to 33% of the time)
Frequently (performs activity 34% to 66% of the time)
Continuously (performs the activity 67% to 100% of the time)

Working Environment	N/A	Occasionally	Frequently	Continuously
Works inside	☐	☐	☐	■
Works outside	☐	■	☐	☐
Office setting, **business** or clinical	☐	☐	☐	■
Works in well- lighted, temperature-controlled facility	☐	☐	☐	■
Works in confined quarters	☐	☐	☐	■
Works in community settings	☐	■	☐	☐
Provides services in client's natural environment	■	☐	☐	☐
Exposure to communicable diseases	☐	☐	☐	■
Exposure to excessive noise	☐	☐	☐	■
Exposure to marked changes in temperature and/or humidity	■	☐	☐	☐
Exposure to dust, fumes, gases, radiation, Microwave	■	☐	☐	☐
Drives motorized equipment	☐	☐	■	☐
Travels for work	☐	☐	■	☐

	Required	N/A
Must report as regularly scheduled during severe weather conditions (e.g. tropical storm, hurricanes, etc.) to ensure continuation of essential program service unless otherwise instructed by supervisor or prevented from reaching work station (e.g. roads flooded, driving restricted by law enforcement, etc.) Any delays must be communicated directly to the responsible supervisor.	■	☐

Mental Demands	N/A	Occasionally	Frequently	Continuously
Problem solve	☐	☐	☐	■
Make decisions	☐	☐	☐	■
Supervise	☐	☐	■	☐
Analyze and interpret data	☐	■	☐	☐
Organize	☐	☐	■	☐
Communicate orally and in writing	☐	☐	☐	■
Works under mental stress to meet deadlines	☐	☐	■	☐

Physical Demands	N/A	Occasionally	Frequently	Continuously
Standing	☐	☐	☐	■
Walking	☐	☐	☐	■
Sitting	☐	☐	■	☐

Balancing	☐	☐		☐
Stooping	☐	☐		☐
Kneeling	☐	☐	■	☐
Crouching	☐	☐		☐
Crawling	☐		☐	☐
Reaching/working overhead	☐	☐		☐
Keyboard use/repetitive hand motion	☐		☐	☐
Climbing	☐	■	☐	☐
Pushing	☐	☐	■	☐
Pulling	☐	☐	■	☐
Lifting (**up to 50 lbs**)	☐	☐	■	☐
Carrying (up **to 50 lbs**)	☐	☐	■	☐
Manual dexterity, audio-visual acuity to operate various business machines and computerized informational systems	☐	☐	☐	■
Operate heavy duty equipment	■	☐	☐	☐

OSHA CATEGORY (BLOOD BORNE PATHOGEN EXPOSURE)	**Category**	**N/A**
Category 1: Position routinely involves potential exposure to blood, Body Fluids or tissue. Position routinely participates in emergency client care such as First Aid, CPR and seclusion/restraint, or handling of biomedical waste, or other procedures involving potential exposure.	■	☐
Category 2: Positions normal work routine involves no exposure to blood, body fluids or tissue but potential exposure as in emergency or unplanned situations, such as First Aid, CPR or seclusion/ restraint, could occur and may be required as a condition of employment.	☐	■
Category 3: Position does not involve exposure to blood, body fluids or tissue. Position is not required to perform CPR, help in emergency seclusion/restraint or provide First Aid.	☐	■

DISCLAIMER:
The statements contained herein reflect general details as necessary to describe the principle functions of this position. This is not intended to be an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with this position. The omission of specific statements or duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Individuals may be required to perform other duties as needed. This document describes the position currently available. It is not an employment contract. Life Management Center, Inc. reserves the right to modify position duties and position descriptions at any time.

NOTICE:
I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position and to perform all duties and maintain all standards in accordance with Agency policies and procedures. I understand and accept that I may be required to work in any location under the Agency's service areas.

_____ ____/____/____

Employee Signature **Date**

_____ ____/____/____

Supervisor Signature **Date**

A copy of this position description was provided to me on ___/___/___.
Employee Initial: _____

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