



Life Management Center

Of Northwest Florida Inc.

Job Description

Job Title: Outpatient Counselor

Division: Behavioral Health

Created: 08/01/2014

Amended: 07/30/2018

Job Code: MH-00 **Role:** Clinical

Function: Direct Care

Wage & Hour Status:

Exempt - Professional

| | |
|-----------------------|------------------------------|
| Employee Name: | Dept Name/RU: |
| | |
| Supervisor: | Positions Supervised: |
| Component Director | |
| | |

POSITION SUMMARY

Provide therapeutic services to clients within scope of training, protocols, and competence, and within requirements of statutes applicable to the position. Therapeutic services include but are not limited to: assessments, treatment planning, direct service provision, person-centered services and management of client risk and safety.

Expected to maintain a performance evaluation score of 3 or greater on each measured item.

To perform this job, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS (required for an interview)

- Degree from an accredited university or college with a major in counseling, psychology, social work, or human services related discipline (*a human services related discipline is one in which major course work includes the study of human behavior and development*)

Bachelor's Degree

Master's Degree

Licensed under FS 491

Licensed under FS 490

****Prefer individuals with at least two years' experience working with applicable populations who have mental health, substance abuse, and/or co-occurring disorders or developmental disabilities.**

children 0-5

children over 5

adolescents

adults

- Ability to provide individualized, substance use, and co-occurring services to meet the needs of individuals served and their families.
- All employees are required to have basic computer skills. These basic skills will include knowledge of creating folders, saving and retrieving files, e-mail (Outlook), MS Office (Word and Excel), using web browsers such as Internet Explorer and/or Mozilla Firefox, along with operating a keyboard, mouse, and printer.
- Meet minimum standards for screening of mental health personnel as contained in F.S. 394.4572

- Possess a valid Florida Driver's license. (if position requires driving)
- Be insurable under LMC's automobile plan. (if position requires driving company vehicles)
- Be insurable to drive a van under LMC's automobile plan. (if position requires driving passenger van)
- Requires travel locally to clients' homes, training locations, and other locations as necessary.
- Ability to provide transportation of clients in personal vehicle and acquire minimum insurance coverage needed: personal injury protection (PIP) and liability coverage to at least \$100,000/\$300,000.

WAGE & PRODUCTIVITY MINIMUM

- Bachelor's Level (MH-40) - \$24,370 annual salary
- Master's Level (MH-50) - \$40,000 annual salary
- Master's Level annual salary with productivity incentive (MH-50)

| Level | Annual Salary | Minimum Monthly Productivity |
|---------|--|------------------------------|
| Level 1 | \$40,000 | 85 |
| | <i>Proficiency in productivity is expected by 4 months.</i> Eligible to move to Level 2 after maintaining a monthly average of 95 for 6 months | |
| Level 2 | \$43,000 | 95 |
| | Level 2 must sustain overall competency score of at least 3.0 Eligible to move to Level 3 after maintaining a monthly average of 105 for 6 months | |
| Level 3 | \$47,000 | 105 |
| | Level 3 must sustain overall competency score greater than 3.0 Eligible to move to Level 4 after maintaining monthly average of 115 for 6 months | |
| Level 4 | \$51,000 | 115 |
| | Level 4 must sustain overall competency score greater than 3.6 Must consistently meet average of 115 monitored biannually | |

Upkeep of quality assurance documentation standards is required at all levels.

Maintenance of the minimum monthly productivity is expected at each review point (every 6 months or more as applicable).

- Licensed under FS 491 (MH-60) – Master's Level pay plus additional \$1,500 annual stipend
- Assessment Specialist Annual salary (MH-60)
\$44,000; achievement of productivity equal to 1,080 hours annually for one full quarter (270 hours)
Assessment Specialist is eligible for additional compensation each month after maintaining quarterly productivity expectations for 2 full quarters. Each month that the Specialist exceeds 90 Core Assessments/Initial Brief Screenings the additional compensation is awarded at the rate of: Core Assessment/Initial Brief Screenings: \$48, Ind/Fam Psychotherapy (45-60 min)/EAP: \$30

- Licensed under FS 490 (MH-70) - \$59,000 annual salary

POSITION COMPETENCIES

I. Competency: Interview, gather, and interpret clinical data

1. Provide client with an appropriate orientation.
2. Collect and analyze data considering the client's age, developmental level, treatment readiness, stage of change, gender, and cultural background, and complete mental health and substance abuse history.
3. Assess for mental health, substance use, and co-occurring disorders.
4. Use clinical data to arrive at a clinically supported and valid DSM diagnosis.
5. Arrive at treatment recommendations and level of care decisions that are appropriate to diagnosis, client's level of functioning, and medical necessity criteria.
6. Complete FARS/CFARS/OMIs in an accurate and timely manner.

II. Competency: Use assessment information to develop an individualized treatment plan and treatment plan review

1. Develop individualized treatment plans (*Tx Plan*) based on assessment, the client's assessed stage of change, and in consultation with the client, family, and or treatment team as appropriate.
2. Address diagnosed mental health, substance use, and co-occurring disorders in the treatment plan.
3. Include the following elements in treatment plans and treatment plan reviews (*TPR*): diagnosis (*updated as needed*), SNAP (*updated as needed*), discharge criteria, and all services provided.
4. Create goals that use consumer's own words, are based on consumer's needs, and that have measurable objectives.
5. Assess treatment and recovery progress, and, in consultation with the client and significant others; make appropriate changes to the treatment plan to ensure progress toward treatment goals. (*FTPR, progress notes, changes to treatment plan as indicated by client change*)
6. Monitor and document progress of the client in relation to treatment goals and objectives.
7. Complete treatment plans and treatment plan reviews within established timeline. (*Initial Tx plan at intake or at least within 30 days; TPR at least every 6 months or as clinically indicated up to every 90 days; TANF and Substance abuse TPRs every 30 days*)
8. Obtain, track, and update authorizations for services as needed. (example: TBOS, Psychosocial Rehab, etc.)

III. Competency: Provide individualized, person-centered services

1. Provide individualized treatment services based on the treatment plan.
2. Provide integrated treatment to individuals assessed as having co-occurring disorders.
3. Provide services based on strengths, needs, abilities, preferences, cultural identity, and language of the client.
4. Establish rapport with clients and families to foster engagement and develop a therapeutic process.
5. Involve family, social networks, and community systems in the treatment and recovery process as appropriate.
6. Adapt evidence-based practice to the individual needs of the client. (*EBPs include, but not limited to, IDDT Integrated Dual Diagnosis Treatment, Seeking Safety, TFCBT Trauma Focused Cognitive Behavioral Therapy, Motivational Interviewing*)

7. Conduct discharge planning with the client (and involved significant others when available and appropriate), and close client record in EHR.

IV. Competency: Assess and respond to client risk

1. Assess for risk and protective factors and provide services appropriate to identified risk and protective factors.
2. Recognize, respond to, high risk factors including suicidal and homicidal ideation.
3. Recognize, respond to, and defuses volatile or dangerous situations.
4. Provide crisis intervention services as needed.
5. Seek supervision and consultation as needed in regard to client's safety management.
6. Recognize and manage transfer of care and other critical points in treatment (critical risk points include but are not limited to: initial contact; change or transfer of care; change in legal status; change in life events; change in mental status; change in physical condition; change to a less restrictive level of care; discharge from services).
7. Develop appropriate client Personal Safety Plan as needed.

CORE ORGANIZATIONAL VALUES

It is the mission of LMC to provide comprehensive, integrated care that promotes the health and quality of life of our community members.

V. Competency: Supports LMC's mission, values, and standards

1. Maintain agency and program standards for documentation and EHR

- Complete documentation within 24 hours of service occurrence.
- Complete documentation in an accurate and intelligible manner.
- Perform client related documentation in accordance with LMC policies and procedures, component specific guidelines, Medicaid and other third party requirements and contract provisions as applicable.

2. Adapt to changing requirements for service delivery

- Respond quickly to changes in work requirements.
- Show flexibility in changing of schedule as needed.
- Be willing to take on additional responsibilities as requested.

3. Demonstrate initiative and self-reliance in the performance of job duties

- Use good judgment in bringing issues to the attention of supervisor without depending on continuous input or deferring decisions.
- Work with cost consciousness.
- Participate in opportunities for program and Center development.
- Organize tasks, manage time well, and direct oneself.

4. Exhibit professional accountability

- Refer to and follow Center Policies & Procedures.

Employee Name:

- Perform job tasks in a manner that does not result in audit or monitoring problems.
- Provides appropriate notice for absences and late arrivals, and is not chronically absent or late.
- Accurately reports all hours worked on electronic time sheet by appropriate due date.

5. *Maintain and enhance job skills*

- Respond to opportunities and requirements for skill development.
- Demonstrate openness to input on work issues from coworkers and supervisor.
- Provide peer consultation/training.

6. *Maintain productivity set by program/organization*

- Meet productivity requirements for position.
- Maintain a work-focused atmosphere; share techniques for increasing productivity.
- Perform duties in a manner that expedites the work of other staff.
- Manage time, adhere to deadlines, and prioritize tasks.

7. *Comply with LMC safety policies and procedures*

- Report potential safety hazards on company property or in business execution.
- Obtain and give consultation in matters related to safety/risk management.
- Use good judgment in matters of safety and liability for which there is no prescribed procedure.
- Complete & submit Incident Reports according to written guidelines and procedures.

8. *Exhibit professionalism and ethics*

- Observe Center standards for ethical conduct.
- Observe professional standards for ethical conduct.
- Use Center resources for intended purposes.
- Respect the property and rights of coworkers.
- Submit accurate documentation for work done and reimbursement requested.

9. *Protect client and co-worker confidentiality*

- Follow established federal, state, and LMC guidelines on confidentiality.
- Access records only where the “need to know” exists.
- Shares information only where the “need to know” exists.
- Conversations are conducted with privacy in mind (phone conversations conducted with discretion, information is not discussed in public areas, etc.).

10. *Work effectively with Center staff, clients, and business associates*

- Communicate effectively with others using the spoken word.
- Appreciate and be sensitive to the feelings of others.
- Demonstrate tact, courtesy, and helpfulness in relating to community agencies, coworkers, clients, and other associates.
- Coordinate & communicate effectively with others.
- Respond to problems and conflict with solution-focused thinking.

Employee Name:

- Work effectively with people regardless of race, color, religion, gender, age, citizenship, marital status, disability, or national origin.

11. Demonstrate sensitivity to persons of varying backgrounds and needs

- Attend to client needs in a thorough and timely manner.
- Speak of and to clients with dignity & respect.
- Be attuned to the presence of trauma indicators and project safety and trust in relating.
- Demonstrate client satisfaction. (positive responses to client satisfaction surveys, minimal client requests to change counselor, an absence of warranted complaints, etc.)

PROGRAM SPECIFIC FUNCTIONS (can add up to 5 maximum unit specific functions)

Click here to access program specific functions, if needed: [MH-00 Outpatient Counselor Program Specific Functions.docx](#)

Copy & paste items from the link above

PHYSICAL REQUIREMENTS (physical demands of job)

- Must be able to hear conversational speech, visually observe client behaviors for safety and communicate effectively with clients and co-workers
- Vision requirements include close and distance vision

| Activity | Expectation | | | |
|---|----------------|-----------------|-----------------|------|
| | Minimal | <u>Moderate</u> | Frequent | None |
| Standing | Minimal | <u>Moderate</u> | Frequent | None |
| Sitting | Minimal | Moderate | <u>Frequent</u> | None |
| Driving vehicles | Minimal | <u>Moderate</u> | Frequent | None |
| Lifting and/or Carrying | <u>Minimal</u> | Moderate | Frequent | None |
| Bending and/or Stooping | <u>Minimal</u> | Moderate | Frequent | None |
| Climbing Stairs and/or Ladders | <u>Minimal</u> | Moderate | Frequent | None |
| Walking or Moving (between offices, other facilities, etc.) | Minimal | <u>Moderate</u> | Frequent | None |
| Other (lift above waist/reaching etc., please explain) | <u>Minimal</u> | Moderate | Frequent | None |

Speaking: Yes No
 Hearing: Yes No
 Reading Comprehension: Yes No
 Repetitive motion with hands, wrists, arms: Yes No
 (e.g keyboard, typing, handwriting, etc.)

Ability to lift and carry up to **15** pounds.

Ability to handle stressful situations: Minimal Moderate Frequent

| | Infrequent | Occasional | Frequent | N/A* |
|-----------------|------------|------------|----------|------|
| Travel Same Day | | X | | |

Employee Name:

| | | | | |
|----------------------------|----------|--|--|----------|
| Travel Overnight | X | | | |
| Overtime (Non-Exempt only) | | | | X |
| Holidays/Weekends | | | | X |
| Shift Work (PMs/Midnights) | | | | X |

* Not Anticipated

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

POSITION TRAINING REQUIREMENTS

1. Center-wide New Employee Orientation CPI – Nonviolent Crisis Intervention
2. Mandatory annual training

TEAM PARTICIPATION (committees/teams in which the employee is expected to participate)

1. List mandatory teams here, if applicable

EMPLOYEE SIGNED ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION

My signature below represents that I have read and understand my responsibilities as an Outpatient Counselor and that I am able to perform the essential functions of this position.

| | |
|----------------------|------|
| Employee Signature | Date |
| | |
| Supervisor Signature | Date |
| | |