

COUNTY OF SOLANO

MENTAL HEALTH AIDE

DEFINITION

Under immediate supervision, learns and assists in providing support counseling, community outreach and/or rehabilitative treatment services in a community mental health program; performs related duties as required.

CLASS CHARACTERISTICS

This is a bridge classification and trainee level for specialized technical level mental health classifications. Incumbents learn services provided, laws and regulations affecting mental health treatment and client's rights, as well as practices and techniques used in technical or specialized assignments while performing routine case file documentation, referral, outreach and support counseling or social rehabilitative services.

EXAMPLES OF DUTIES

Depending on assignment, duties may include but are not limited to the following:

1. Learns to recognize and identify mental health clients' problems and needs; learns to relate to client groups and evaluate the physical, emotional and mental condition of the client; learns to prioritize service delivery based on the urgency of the client's situation.
2. Learns when and how to make referrals for support services; learns state and local rules, regulations, policies and procedures related to mental health treatment; learns available community resources to meet clients needs.
3. Learns the role of a member of the treatment team; participates in discussion of treatment plans, client progress and/or crisis service; assists or participates in developing or implementing in outreach recreational and/or social rehabilitation activities.
4. Maintains case files; learns to open/close case files; completes and files necessary forms.
5. May transport clients; may participate in facility maintenance.

QUALIFICATION GUIDELINES

EDUCATION AND/OR EXPERIENCE

No experience required, however, applicants must demonstrate possession of and competency in requisite knowledge and abilities.

KNOWLEDGE/ABILITIES

Working knowledge of interviewing techniques; effective techniques for working with hostile, mentally ill or emotionally disturbed clients; benefits and services generally available to mental health clients and their families; public contact techniques; record maintenance procedures.

Ability to work effectively with professional and other staff members in carrying out work assignments; understand and carry out verbal and written instructions; demonstrate tact, courtesy, sound judgment and initiative; establish and maintain cooperative working relationships; maintain accurate records and document actions taken; deal firmly and fairly with clients; learn to recognize and identify mental health client problems and needs; learn to evaluate physical, emotional and mental condition of client; record observation of client behavior; interview people to solicit information to complete forms; communicate effectively both verbally and in writing; interview a variety of people of diverse socio-economic backgrounds, temperaments and mental capabilities; maintain composure in crisis situations; learn department program services, policies and procedures; keep simple records; file; learn local and regional providers of mental health and related services; interpret information and apply such to specific cases; project consequences of decisions; maintain confidentiality of information.

SPECIAL REQUIREMENT

Possession of or ability to obtain a valid Class III California driver's license may be required.

SUPPLEMENTAL INFORMATION

Independent travel is required.

Some positions in this class may require bilingual skills.

SUPPLEMENTAL INFORMATION (Continued)

Selectees for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.

Candidates for some positions in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

Incumbents of this class should demonstrate necessary knowledge and abilities to be promoted to a higher, technical level, mental health class within 18 months of appointment.