

Lutheran Family Services

Position Description

Position Title: Community Support Worker	Effective Date: November 2011
Pay grade: G	Reports to: Clinical Supervisor-Bellevue
Region: Eastern	Location: Bellevue
FLSA Status: <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	

LFS Mission Statement:
Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

LFS Values:
Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

Job Purpose:
Provide case management services for members of the military and veterans who have experienced trauma or post traumatic stress disorder (PTSD). Family members and loved ones may also included in the program services.

Essential Job Duties:

Service Delivery

- Develop an Integrated Treatment Team Plan (ITTP) and facilitate implementation of the Individual Program Goals. Including but not limited to Community Living Skills, Daily Living Skills, Interpersonal Skills, Vocational/Educational Skills, Medication Management, Physical Health Care, Mental Health Services, Substance Abuse Services, Resource Acquisition, Psychiatric Emergency/Relapse and any other consumer needs not addressed in one of the above areas. (Primary duty – 75%)
- Develop discharge plan with the client.
- Conducts needs assessment in client's place of residence.
- Worker arranging for and physically transporting Clients as needed to facilitate the above plan.
- Develop crisis response for each client, assess and respond to crisis situations as well as developing plans of actions with the client.
- Advocate for the client with other service providers
- Monitor client progresses in the services received and facilitate updating the individual service goals.
- Coordinate all treatment activities with services provided to the client by other resources.

Record Keeping

- Record every service provided or interaction with At Ease clients or their family members and loved ones in the ProFiler electronic health record within 24 hours.

Community Relations

- Maintain active involvement and positive working relationships with community organizations as established with supervisor.

Professional Growth and Development

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

- Participate in regular supervision sessions for the purpose of reviewing cases, discussing treatment strategy, and monitoring client progress.

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact and in handling of records.
- Ensure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive respectful demeanor in all contacts with staff and the public.
- Seek needed guidance in handling difficult client situations and establishing priorities for the job.
- Work to build positive productive relationships with other staff.

Other

- Duties as assigned.

Job Requirements:

- Bachelor degree in social work, sociology or other related field
- Two years experience in the provision of community-based rehabilitation services
- Demonstrated decision making skills and competencies to work with adults with mental illness
- Familiarity with the side effects of psychotropic medications
- Experience in problem-solving and using discretion in crisis mediation situations
- Knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of adults with severe emotional disorders and their families
- Knowledge of other human service agencies in the community and their functions
- Able to effectively communicate and coordinate services, assign tasks and maintain timely records of services provided
- High level of organizational skills, communication and interpersonal skills
- Attention to detail; follow-up and follow-through required
- Regular and predictable attendance required
- Valid vehicle operator license, proof of liability insurance and ability to drive for organization business required
- Commitment to the mission of Lutheran Family Services.

Hiring Manager Signature _____ Date _____

Employee Signature _____ Date _____

Director Human Resources _____ Date _____

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