

## COMMUNITY MENTAL HEALTH AIDE

DISTINGUISHING FEATURES OF THE CLASS: Work involves direct contact with mental health clients to ensure that services for clients conform with individual service plans, and to address any obstacles which may affect the delivery of services. Work is performed under direct supervision of a higher level employee. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Develops and maintains direct contacts with the clients and their families;  
Arranges transportation for the clients;  
Discusses problems in the delivery of services with clients and their families;  
Performs outreach liaison work to clients unable to avail themselves of the recommended services;  
Serves as an advocate of a client to remedy breakdowns of the services provided;  
Accompanies clients on appointments;  
Participates in case reviews;  
Maintains records and reports of interviews, inquiries, complaints, appeals;  
Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES &

PERSONAL CHARACTERISTICS: Good knowledge of the community resources available to the client; working knowledge of basic interviewing techniques; ability to acquire an understanding of the policies, laws and regulations of the community mental health program; ability to establish and maintain a close personal relationship with the clients; ability to empathize with the problems facing a client; ability to question and modify problems in the delivery of services with professional staff; ability to communicate clearly and effectively, both orally and in writing; initiative; resourcefulness; dedication; tact; courtesy.

MINIMUM QUALIFICATIONS: Either

- a) One (1) year of study at a college or university; or
- b) Graduation from high school or possession of a comparable diploma, and one (1) year experience working with patients or clients on aspects of social health, education or rehabilitation problems in an agency or institution adhering to acceptable standards; or
- c) An equivalent combination of training and experience as defined by the limits of the above.

PLEASE NOTE: Education beyond the secondary level must be from an

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institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Access to transportation is required to perform field work responsibilities in a timely and efficient manner.

TRAINEE NOTE: In the event enough qualified candidates with the appropriate experience cannot be recruited, a candidate lacking up to one (1) year of the required experience may be appointed as a trainee for the period of time needed to meet the experience qualification.