

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 002761
Grade 18**

BEHAVIORAL HEALTH TECHNICIAN (ALCOHOL/DRUG)

DEFINITION OF CLASS:

This is entry level professional work providing initial substance abuse/mental health screening, assessment, crisis intervention, and referral; or entry level professional work as a trainee, authorized by the Maryland Board of Professional Counselors and Therapists to practice alcohol and drug counseling while fulfilling the requirements for certification for Certified Supervised Counselor-AD (CSC-AD) or Certified Associate Counselor-AD (CAC-AD). Contacts are with clients of varying ages and backgrounds, their families, County Government health care professionals and other public and private health care and related agency representatives for purposes of exchanging information, explaining procedures, and scheduling appointments. Public service and assistance is provided to clients through lengthy and detailed questioning to determine and document clients' mental health or substance abuse history, the current crisis situation, and general nature and priority of assistance needed, i.e., referral to therapist, referral to homeless shelter, and field dispatch of Mobile Crisis Team.

An employee in this class provides initial triage, intake and referral, education services, and shelter residential management services to telephone, walk in, and shelter clients; limited case management and liaison services to a diverse group of clients of all ages and cultural backgrounds including, but not limited to clients in a situational crisis, mentally ill clients, domestic violence victims, and victims of sexual assault of other crimes; and/or, limited short term alcohol and drug counseling and case management in a trainee capacity to clients with substance use disorders with the least complex problems as defined by standard treatment criteria. The employee receives clinical supervision and guidance from a licensed mental health professional and may also receive administrative supervision from a senior program staff person. The employee uses initiative in performing routine work, but refers problems and unfamiliar situations not covered by instructions to the supervisor for decision or assistance.

Work is performed in accordance with principles of behavioral science, policies and standard operating procedures of the organization to which assigned, specialized training in such areas as crisis and critical incident response, and applicable regulations and legislation. Complexity of the work is derived from duties that involve client interaction to obtain information and documentation in a crisis situation, determining and prioritizing the proper course of action from among many alternatives with multiple presenting problems, and handling volatile situations. Work directly impacts the well-being of clients. Although performance of the work involves some walking and standing, no special physical demands are required to perform the work. Work is performed in a crisis intervention operations room, residential shelter, clients' homes, and/or hospital setting, and involves occasional exposure to some risk as a result of aggressive and unpredictable behavior from clients. Work may involve evening/ weekend/ holiday or rotating shift work.

EXAMPLES OF DUTIES: (Illustrative Only)

- Provides initial triage, intake, and assistance in a crisis mental health setting (i.e., Crisis Center, Homeless Shelter, Abused Persons Program) to telephone and walk in clients and shelter residents to obtain brief documentation of presenting problems, personal data, medical history, insurance information and to determine immediate safety of client prior to assessment and treatment by licensed mental health professional.
- Interviews clients using prescribed questionnaire to obtain mental health and/or substance abuse history, to document observations of current mental state, (i.e., clarity of thinking process, orientation to time and date, alertness, presence of hallucinations), and to determine potential safety threat; assists clients in identifying their personal, economic and social problems during intake interview process.
- If in official trainee status (with authorizing letter from the Maryland Board of Professional Counselors and Therapists to practice alcohol and drug counseling), provides limited short term alcohol and drug counseling and case management to assist individuals through the client-counselor relationship to define goals and make decisions relating to substance abuse; plan a course of action reflecting the needs, interests and abilities of the individual relating to substance abuse; and use informational and community substance abuse resources relating to personal, social, emotional, educational, and vocational development and adjustment.
- Provides information to clients regarding their rights, the fee structure, the assessment and referral process, the documentation required, etc.
- Maintains workflow of clients through the clinical crisis intervention process; assures that staff is aware of the clientele waiting for service.
- Coordinates referral of homeless clients to appropriate service areas; provides mental health and substance abuse history screen for such clients.
- Conducts home and hospital visits/interviews, including Mobile Crisis Team visits in the company of a licensed mental health professional; obtains client information from the client and/or client's family members.
- Provides guidance to clients in the completion of intake forms and applications for entitlements and medical services.
- Participates as team member in the case management of clients' needs and services by providing patient status and services/assistance needs information; collaborates with other staff to implement clients' treatment plans.
- Provides client management services in a residential or shelter setting for victims of domestic violence to ensure clients are safe and well cared for.
- Maintains client case logs/records for review by and discussion with more senior staff.
- Conducts educational and planning sessions to help clients become more self-sufficient; participates in field instructional and training programs within and outside the County.
- Arranges/provides for transportation of clients to other agencies.
- Identifies service need areas, and provides recommendations for planning and development of new programs and services.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of principles, concepts and methods of behavior science as applicable to providing crisis intervention triage and intake for individuals with behavior associated with various types of mental disorders, substance abuses, and victims of sexual assault and domestic violence crimes.

- Knowledge of human growth and development, personality development, and emotional, social, economic and physical needs of individuals.
- Ability to identify health, social service, and mental hygiene resources and appropriately link individuals to these resources.
- Ability to interview clients and ascertain facts relevant to follow-up assessments by licensed mental health professionals.
- Ability to work effectively with individuals who have social, economic, emotional, behavioral, or mental health problems.
- Ability to make recommendations regarding plans of service.
- Ability to communicate clearly and effectively.
- Ability to attend meetings or perform other assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: Some (one (1) year) experience providing basic crisis intervention or casework services in a public or private social service agency to clients having emotional, behavioral, mental health or substance abuse problems, or who are victims of abuse or sexual assault.

Education: Graduation from an accredited college or university with a Bachelor's degree in Psychology, Social Work, Counseling or a related field.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE:

- Certification: None at time of application.
- Positions identified to practice alcohol and drug counseling as trainees require a letter of authorization from the Maryland Board of Professional Counselors and Therapists. A letter authorizing alcohol and drug counselor trainee status from the Maryland Board of Professional Counselors and Therapists must be obtained during the probationary period following hire.
- Employees in this class who receive certification as CSC-AD or CAC-AD are eligible for non-competitive promotion to Behavioral Health Associate Counselor, Grade 20).
- Possession of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence when required for job-related duties.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with a Drug/Alcohol Screen.

Class Established: May, 2005

Revised: December, 2008

August, 2013

January, 2015

April, 2018