

ACT Consumer Advocate

Program: Clinical
Status: Full Time Non-Exempt

Reports to: Program Director
Supervises: N/A

Position Summary: The Consumer Advocate works with individuals and groups to promote optimum mental health. Will help individuals deal with addictions and substance abuse; family and parenting problems; suicide; stress management; problems with self-esteem; and issues associated with mental and behavioral health.

License/Certification: MA/MSW degree in mental health related field with limited or full state licensure.

Min. Qualifications: Field placement or internship in a mental health setting preferably with the chronically mentally ill population, community based experience.

Desired Qualifications: 3 years of master level experience in the examination, evaluation, and evaluation of adults with mental illness; full state licensure.

Physical Requirements: Must have adequate visual acuity to interact with Electronic Health Record System and accurately input data. Ability to move about for up to 50% of work shift. Must be able to remain in a stationary position for up to 50% of work shift. Occasionally must be able to move up to 20 pounds from one location to another.

Essential Functions:

- As needed, provide a thorough and complete assessment at the time of client admission to assess the client's history and identify treatment needs, updating as needed and at least annually.
- Responsible for monitoring, evaluating, and recording client progress with respect to treatment goals. Modify person centered plans according to change in client status.
- Make contact with assigned clients in the community at least twice weekly or in accordance with IPOS to ensure level of care is adequate to the needs of the client.
- Completes a person centered plan for each assigned client to identify needs and interventions to meet those needs and reviews plan at stated levels.
- Provides treatment modalities to clients and families as indicated in the treatment plan to provide therapeutic interventions.
- Provides basic coordination of services for each assigned client as needed or required by the treatment plan to coordinate services.
- Provide crisis intervention when needed. Completion of lethality risk assessments as indicated (e.g. suicide/homicide/potential for violence/sub abuse) with dispositions and recommendations that are included in IPOS.
- Provide accurate and timely documentation of treatment provided to assigned clients and their families to assure a quality record, per the Agency's policy and procedures.
- Participate in the 24-hour rotational on-call crisis schedule.
- Provide accurate and timely documentation of treatment and history of assigned clients and their families to assure a quality record, per the Agency's policy and procedures.
- Ability to write clear, concise reports and the ability to formulate and implement an effective treatment plan.
- Maintain and updates clinical knowledge by readings, in-service training in designated areas and other activities in consultation with clinical supervisor.
- Ability to meet established productivity direct service standard for program Complete at least 24 hours of in-service training, annually.
- Provide transportation as needed.
- Other duties as assigned.