

**DEPARTMENT:** MENTAL HEALTH  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** JULY 21, 2022

**COMMUNITY MENTAL HEALTH AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** Performs a variety of duties and caseload activities relating to the implementation of mental health and integrated care services. This work involves the performance of clinically relevant duties and liaison work with patients under the supervision of credentialed staff. The work is performed in accordance with policies and procedures established by the agency as well as standards determined by Mental Hygiene Law. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Participates in screening interviews and provides background to the treatment team and psychiatric consultant when cases are presented at staff conference for possible admission and on-going care;
2. May conduct interviews for individuals in crisis, including through participation in on-call mobile crisis rotation, to determine appropriate level of care, including possible hospitalization;
3. Develops care management plan for client caseload and will assume the maintenance of client records with appropriate reviews and updating of case management plans;
4. Provides or arranges for psycho-educational group services to clients whose treatment plan reflects the need for such services;
5. Provides advocacy for clients who need other community services;
6. Links clients to providers of needed psychiatric, rehabilitative, medical, chemical dependency, transportation, peer, and other supportive services in the community as prescribed in individual care plans and provides monitoring and follow-up;
7. Conducts outreach and engagement of clients who are in need of care but who may be reluctant to engage;
8. Participates in data collection and Continuous Quality Improvement processes;
9. Maintains all documentation in accordance with applicable departmental expectations as well as state and federal rules.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of basic interviewing techniques; working knowledge of the techniques of report writing; ability to readily acquire an understanding of policies, laws and regulations relating to Mental Hygiene Programs; ability to follow complex oral and written directions; ability to work effectively with public and private agencies and with the general public; ability to present oral and written comments and opinions clearly and concisely; ability to relate to the disabled; initiative and resourcefulness; tact and courtesy; integrity; good mental condition; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

1. Graduation with a Bachelor's Degree and two (2) years experience working in a mental health, alcohol or drug abuse setting, or related setting where responsibilities directly involve working with mental health and/or addiction related issues; **OR**
2. Graduation with an Associate's degree and four (4) years experience working in a mental health, alcohol or drug abuse setting, or related setting where responsibilities directly involve working with mental health and/or addiction related issues; **OR**
3. An equivalent combination of education and experience as defined by the limits of (1) & (2) above.

**SPECIAL REQUIREMENTS:**

Possession of a valid New York State drivers license at time of appointment and for the duration of employment.

**NOTE:** Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.