

*CLASS SPECIFICATION FOR*  
**MH/DS Support Services Specialist**

**GENERAL STATEMENT OF DUTIES:** Develops, implements and documents a range of mental health support services to enhance residents'/clients' independent living skills and to improve treatment compliance and successful community functioning for persons with severe mental illness; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this class assesses client functioning levels and develops individualized plans to assist client with developing self-help, independent-living, social and leisure skills. The employee demonstrates good professional judgement and has the ability to work independently with minimal direct supervision or guidance. Supervision is received from an MH/DS Senior Community Support Supervisor.

**EXAMPLES OF WORK** (illustrative only):

- Develops and implements individual client support services plans;
- Assesses current client mental status and reports to client's case manager;
- Assesses and promotes client compliance with medication regimen;
- Attends staff meetings and service planning meetings;
- Provides instruction, support and direct assistance to clients when needed in such skills as shopping, food preparation, budgeting, housekeeping, home maintenance and use of public transportation;
- Educates clients about proper administration use and side effects of medication;
- Trains and monitors clients in developing and maintaining interpersonal relationships;
- Instructs clients in self-help skills, including personal hygiene and grooming;
- May transport clients to social events in order to enhance community integration;
- Maintains program records to pass stringent audit requirements;
- May provide minor maintenance or housekeeping as needed;
- May provide personal counseling to residents;
- Performs related work as assigned.

**REQUIRED KNOWLEDGE , SKILLS AND ABILITIES:** Good knowledge of mental health services and service provision; good knowledge of mental health treatment modalities, including psychotropic medication; good knowledge of skills needed for clients to be successful in community living, and the ability to instruct clients effectively in these skills; good knowledge of resources available to clients; excellent knowledge of everyday needs and problems client group; ability to establish and maintain effective working relationships with individuals with mental illness, co-workers, clients' families, the public and other service providers; proven ability to maintain program records and to develop and implement clear and concise program plans; ability to communicate clearly and effectively, both orally and in writing; ability to empathize and to demonstrate respect and patience; proven ability to make independent judgments that ensure the safety and wellbeing of clients.

**MINIMUM EDUCATION AND EXPERIENCE:** Possession of a bachelor's degree in psychology or a related behavioral science field; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**ADDITIONAL REQUIREMENTS:** Possession of a valid driver's license issued by the State of Virginia. Requires a fingerprint and criminal records check. Requires medical tests administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the given position, or on standards established by the State. The employee may be required to provide on-call coverage as needed and as directed.