

SENIOR MENTAL HEALTH COUNSELOR

FUNCTION OF THE JOB

Under supervision, to perform senior level professional work involving the delivery of mental health services to individuals in need of counseling and/or case management services; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Receives referrals of clients in need of mental health services; performs intake, and monitors client's behavior in relation to treatment plan goals and client's needs.
2. Maintains a caseload of individuals with personal social behavior problems including severe mental illness.
3. Responds appropriately to mental health emergency situations and utilizes crisis intervention techniques and procedures.
4. May screen requests for mental health services, determine appropriate services for client, and refer as necessary.
5. May perform medical necessity review that can include assessing appropriateness of treatment setting benefits advisory, prior authorizations, retro authorizations, and continuation of services advocacy.
6. Provides counseling and supportive therapy to clients individually and/or in a group setting.
7. Provides case management services, coordinating services with various agencies including public and private payors and benefit entities in order to ensure on-going assessment and follow-through of treatment plans.
8. Maintains appropriate documentation of all client contacts, consultation with other professionals, and documents any changes on treatment plan; intervenes when appropriate in response to changes.
9. Participates in various meetings, staffings, and in-services; may provide consultation to other professionals and paraprofessionals.
10. Conducts assessments of client needs through interviews, collateral contacts, and other investigations; develops a casework plan with clients.
11. Provides information to family regarding a client's diagnosis and treatment and provides supportive counseling to family as needed.
12. Acts as a departmental liaison, providing casework direction, and supervision to providers of contracted services.
13. Provides recommendations and testimony in court as to clients' mental health status and submits appropriate documentation.
14. Establishes and maintains effective working relationships with clients and their families, service providers, colleagues, payors, benefit entities, and the general public.
15. Prepares and presents detailed oral and written reports.
16. Documents case assessment, treatment planning, and progress notes in the written record.
17. Complies with State and Federal program requirements.
18. Provides payer services; reviews and verifies all contracted service provider invoicing.
19. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
20. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of mental health disorders and treatment methods.
2. Considerable knowledge of case management principles and methods.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

3. Considerable knowledge of the principles, practices, methods, and techniques used in the treatment of mental health disorders.
4. Considerable knowledge of human services and health resources in the community.
5. Considerable knowledge of Wisconsin State Statutes Chapters 51, 54, 55.
6. Working knowledge of techniques to identify clients with substance use problems.
7. Working knowledge of electronic health record, computerized department program software, internet access, database, spreadsheet, and word processing programs.
8. Working knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
9. Working knowledge of public and private payor contracts, benefits, authorization requirements, and clinical criteria in relation to clinical programs.
10. Ability to utilize word processing, database, and spreadsheet programs.
11. Ability to establish and maintain effective working relationships with clients and their families, service providers, colleagues, payors, benefit entities, and the general public.
12. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
13. Ability to respond appropriately to mental health emergency situations and procedures.
14. Ability to communicate effectively, orally, and in writing.
15. Ability to communicate with clients who have mental health disorders.
16. Ability to interpret mental illness and its diagnosis and treatment to clients and families.
17. Ability to provide skilled treatment to clients with social and behavioral problems.
18. Considerable knowledge with regard to assessing client risk.

Training and Experience

1. a. Bachelor's degree from a recognized college or university with a major in sociology, social work, psychology or a closely-related field.
b. Two (2) years of professional experience in the field of mental health including one thousand (1000) hours of experience delivering services to the chronically mentally ill and their families.

OR

2. a. Bachelor's degree from a recognized college or university with at least four (4) courses in sociology, social work, or psychology.
b. Three (3) years of professional experience in the field of mental health including one thousand (1000) hours of experience delivering services to the chronically mentally ill and their families.
3. Master's degree from a recognized college or university in sociology, social work, psychology, or a closely related field may substitute for one (1) year of the required experience.
4. For work assignments in utilization review and benefit verification the following may be substituted:
 - a. Bachelor's degree from a recognized college or university with a major in sociology, social work, psychology, or a closely related field.
OR
Graduation from a recognized nursing program with active Registered Nurse licensure.
 - b. Two years of full-time experience in a health or human service field.
5. Valid Driver's License required except for work assignments in utilization review and benefit verification.