

JOB DESCRIPTION

Position: Therapist

Category: Clinical

The Therapist is supervised by the Clinical Director, but must work in collaboration with all program managers, coordinators, and staff. The Therapist is responsible for psychosocial assessment, consultation, care coordination, crisis intervention services, treatment plan development/monitoring, and conducting individual, group, and/or family therapy for assigned clients. May include office, home-based, or community-based service provision.

Duties and Responsibilities:

1. Knows and responds to Agency philosophy, policies, and standards of conduct.
2. Understands and complies with all contract requirements and State regulations.
3. Develops a written psychosocial assessment within 48 hours of admission/assignment of case.
4. Attends treatment team meetings, case reviews, and problem-solving sessions. Consults with agency staff and collateral entities to ensure coordination of services for assigned clients.
5. Develops/monitors individualized treatment plans .
6. Documents client progress toward goals and objectives, re-assessment of needs, quality and timeliness of interventions, and their outcomes. Documentation includes at a minimum progress notes in DAP format, treatment plans and updates, case notes, program forms, incident reports, and letters of progress as assigned.
7. Provides individual, group, and family therapy; intensive home based services; and other clinical services
8. as assigned.
9. Attends trainings and supervision as assigned.
10. Maintains professional quality client records and performs administrative duties associated with cases in a timely and accurate manner (e.g. UR functions, billing, performance measures, etc.)
11. Upholds applicable Code of Ethics (e.g. NASW, ACA, APA).
12. Available for 24-hour crisis intervention as needed or directed.
13. Additional duties as assigned.

Minimum Qualifications:

1. A Master's Degree or Doctorate from an accredited college or university in Social Work; Guidance and Counseling; Psychology; or related health field, plus any combination or graduate studies in the above areas and experience



in Behavioral Health adding up to two (2) years of experience working with SED children and families.

2. New Mexico Licensure in one or more of the following: LPCC, LCSW, LMFT, PhD, PsyD, LMSW, LMHC, LPAT.
3. A thorough knowledge and use of community resources.
4. The ability to consistently establish positive relationships, communicate and work cooperatively with clients, families, colleagues, staff, and community members.
5. Must be computer literate in order to effectively maintain compliance with BHSD Standards and requirements for use of computerized client assessments, data systems, etc.
6. Must have and maintain current, valid NM Driver's License. Must also have and maintain clean driving record, as well as auto insurance.
7. Bi-lingual/Bi-cultural preferred (English/Spanish).

Employee Signature

Date

Job Title: Community Support Specialist
Program: Adult & Family Support Services (AFSS)
Status: Part-time Relief / Part-time Regular / Full-Time

Position Summary:

The Community Support Specialist (CSS) works as part of a multidisciplinary treatment team providing Comprehensive Community Support Services (CCSS), Behavioral Respite Care (RSP), and/or Psychosocial Rehabilitation (PSR) services. The CSS provides direct support, advocacy, and assistance to individuals experiencing behavioral health challenges. Services are provided to eligible recipients that meet New Mexico state criteria for Severe Mental Illness (SMI), Serious Emotional Disturbance (SED), and Co-occurring Disorder (COD). The CSS helps clients and families achieve wellness, independence, and stability within their community by connecting them to services, encouraging skill development, and supporting their recovery goals. This role works collaboratively with behavioral health professionals, families, and other community resources and partners.

General Responsibilities:

- Knows, follows, and upholds TeamBuilders' philosophy, policies & procedures, and standards of conduct.
- Understands and complies with all program service requirements and State regulations for provision of care to children with SED, adults with SMI, and individuals with COD including other chronic health conditions.
- Forms a helping partnership with clients and collateral practitioners including, but not limited to, educational professionals, corrections personnel, child welfare workers, and natural supports to accomplish service goals and objectives.
- Sets and maintains boundaries to assure the safety and protection of the client and to maintain a professional helping role.
- Documents initial mental health or functional assessment identifying strengths, needs, and barriers. Assessments are to be completed within 72hrs of service rendering.
- Documents activities on service activity note and completes within 24hrs of service rendering.
- Documents and updates service plans and team meeting forms as required. Service plans are to be completed within 72hrs of service rendering.
- Immediately seeks program and/or clinical supervision regarding incidents and fills out Incident Reports as per Agency policy and submits documentation in a timely manner.
- Attends and participates in weekly supervision meetings, staff meetings, clinical seminars and training sessions, as assigned.
- Responsible for initiation, completion, and updates or maintenance of client documentation in accordance with agency and state/federal applicable standards.
- Coordinates, facilitates, and participates in team meetings to review client progress and needs.
- Participates in clinical seminars, supervision, CQI meetings, and training as assigned.
- Submits completed documentation in a timely manner as directed for billing and CQI purposes.
- Performs school-, home-, and community-based support services as needed or directed.
- Seeks consultation and assistance when needed.
- Additional duties as assigned.

Comprehensive Community Support Services (CCSS) - All TeamBuilders Service Areas:

- Assess functioning by identifying client and family strengths and needs in the following domains: Independent Living; Learning; Working; Socializing; Recreation.
- Collect collateral information including psychiatric and medical treatment, criminal history, school records, and other relevant records.
- Collaborate with the clinical treatment team to develop and implement an individualized Comprehensive Plan of Care with the client and family updating at least every 90 days.
- Coordinate and facilitate Team Meetings at least every 90 days including natural supports, caregivers, parent(s)/guardian(s), and others (e.g., friends, family members, neighbor, probation officer, protective services) involved in providing treatment and support to client and family.
- Provide face-to-face or in-person individualized support services to clients and families with behavioral health needs in home-, school-, and community-based settings.

- Assist clients and families in accessing social services, benefits, housing, healthcare, and transportation.
- Utilize CORE Learning or other tools/curriculum to support clients and families in developing life skills (e.g., budgeting, meal preparation, job readiness).
- Facilitate and encourage the use of coping strategies, self-management skills, and resiliency techniques.
- Advocate for client needs and support their rights within the mental health and social service systems.
- Monitor and document client progress, challenges, and achievements using agency documentation record-keeping systems.
- Assist clients with crisis intervention as needed and connect them to emergency or higher-level care when required.
- Promote engagement in group activities, peer support, and community integration efforts.
- Provide psychoeducation to clients and families about behavioral health conditions and wellness practices.
- Participate in regular supervision, team meetings, and ongoing staff training.

Behavioral Respite Care Services (RSP) - Provide in *Clayton, Raton, & Santa Fe*:

- Participates in the provision of behavioral respite where programming is provided at TeamBuilders' respective service locations.
- Understands and complies with all program service requirements and State regulations for provision of care to children, adolescents, and families including the "Respiro Model" of behavioral respite care.
- Assumes responsibility for the care of the child(ren) in the absence of the parent or legal guardian.
- Provides basic childcare and supervision to children with neuro-biological disorders (NBD) and serious emotional disturbance (SED).
- Assists children with daily living activities which may include transporting to scheduled activities, planning recreational activities, preparing and supervising meals, facilitating daily living routines, supervising self-medication, and managing behavior.
- Demonstrates the interpersonal and professional skills necessary to provide services to the child and family: empathy, warmth, concern; pleasant and positive attitude; listening skills; nonjudgmental attitude; conflict resolution skills; communication skills; de-escalation skills; and behavior management skills.
- Sets and maintains boundaries in order to assure the safety and protection of children, and to maintain a professional helping role.
- Responsible for planning, coordinating, and implementing respite activities, and providing close supervision to children/youth during the respite period.
- Provides behavioral health respite care that is family-centered, community-based, in-home, facility-based, and/or provider home-based in accordance with Agency policy and Respite Care Plan.
- Supports children/youth during respite activities to include transportation to scheduled activities, participation in social/recreational activities, and therapeutic behavioral intervention during the respite period.

Psychosocial Rehabilitation Services (PSR) - Provide in *Los Lunas, Rio Rancho, Raton, & Taos*:

- Participates in the provision of psychosocial rehabilitation where programming is provided at TeamBuilders' respective service locations.
- Utilize CORE Learning or other tools/curriculum to support clients and families in developing life skills (e.g., budgeting, meal preparation, job readiness).
- Develops a person-centered PSR Service Plan identifying individualized goals and planning steps updating the PSR Service Plan at least once every 6 months.
- Responsible for planning, coordinating, and implementing life skills and psychosocial skills training activities in accordance with the PSR Service Plan and providing close supervision and support to clients.

- Supports clients during life skills activities to include transportation to scheduled activities, participation in therapeutic socialization activities, and therapeutic behavior management during the life skills sessions.
- Engages clients in individual empowerment activities that address choice, self-advocacy, self-management, and community integration.

Minimum Skills / Competencies Required:

- *Resource Development and Linkage* - Knowledge of local community resources and basic case management skills.
- *Empathy* - Understanding and sharing feelings of others, fostering a supportive and inclusive atmosphere for clients, families, coworkers, and other stakeholders.
- *Active Listening* - Listening and understanding the perspectives of others is crucial for building rapport and fostering collaboration.
- *Professionalism* - Ability to adhere to ethical standards, represent the organization in a positive manner, and foster a collaborative and productive work environment.
- *Work Independently with Minimal Supervision* - Ability to perform tasks and management responsibilities without needing constant oversight or direction from a supervisor
- *Teamwork* - Ability to show respect for the opinions, contributions, and perspectives of all team members and work together effectively toward a common goal.
- *Trustworthiness & Reliability* - Clients, families, stakeholders, supervisors, and colleagues trust that you will follow through to a high standard and meet expectations without constant monitoring.
- *Self-Awareness* - Ability to recognize and understand your own emotions, thoughts, values, motivations, strengths, and weaknesses.
- *Goal Setting* - Capacity to establish clear, measurable, achievable, relevant, and time-bound (SMART) goals.
- *Time Management* - Ability to effectively allocate time to achieve goals/objectives and prioritize tasks.
- *Self-Motivation* - Ability to take action and complete tasks without external pressure.
- *Adaptability* - Flexibility and ability to adjust your thoughts, behaviors, and strategies in response to new situations, challenges, and feedback.
- *Problem-Solving* - Capacity to identify issues, analyze information, evaluate options, and find creative solutions to challenges independently.
- *Proactive & Effective Communication* - Ability to understand the importance of keeping treatment team members informed of progress and any potential barriers, convey and receive information clearly and accurately, fostering understanding and collaboration with others.
- *Organization* - Creating a structured and efficient workflow for managing your tasks, time, and resources.
- *Reflection/Self-Assessment* - Ability to reflect on your experiences, evaluate your progress, and identify areas for growth and improvement.

Minimum Qualifications Required:

- Must meet one of the following minimum education and experience requirements:
 - Bachelor's degree in a human services related field plus 1 year of experience working with SMI adults; or,
 - Associate degree in a human services related field plus 2 years of experience working with SMI adults; or,
 - High School Diploma or General Education Development plus 3 years of experience working with SMI adults; or,
 - Meets the minimum requirements as a Certified Peer Specialist (CPS) by the State of New Mexico.
- Experience working with individuals impacted by mental health, substance use, or co-occurring disorders.
- Obtained a Criminal Records Clearance (local, state, and FBI).
- Maintains certifications in First Aid and CPR.
- Maintains certification in Crisis Prevention Intervention (CPI).

- Demonstrated skills in teaching the curriculum to consumer family members.
- Valid driver's license, reliable transportation, and current auto insurance.
- Willingness and ability to travel throughout the service area.

Physical Requirements:

- Ability to sit, stand, walk, and travel within the community for extended periods.
- May require lifting or moving light objects or assisting clients physically on occasion.

Work Environment:

- Work is performed in the school, client home, community, and office environments.

Equal Opportunity Statement:

- We are an equal opportunity employer and value diversity at our agency. All employment is decided based on qualifications, merit, and agency needs.

JOB DESCRIPTION

Position: Family Services Specialist
Status: Full-time / Part-time
Category: Hourly Non-Exempt

The Family Services Specialist (FSS) is accountable to the Program Coordinator and receives clinical supervision from the Clinical Director. The FSS must work in collaboration with all staff and treatment team members including families. The FSS is responsible for working in partnership with families to conduct intake, assessment, triage, safety planning, care coordination, in-home and community-based therapeutic activities, and plan of care development/monitoring in the Family Services Program.

Duties and Responsibilities:

1. Knows, follows, and upholds TeamBuilders' philosophy, policies & procedures, and standards of conduct.
2. Understands and complies with all program service requirements and State regulations for provision of care to children, adolescents, and families.
3. Forms a helping partnership with families and collateral practitioners including educational professionals to accomplish service goals and objectives.
4. Sets and maintains boundaries in order to assure the safety and protection of the family members, and to maintain a professional helping role.
5. Maintains flexibility in work schedule, to include working non-traditional hours, to meet family's lifestyle and needs, and being available 24/7 for crisis intervention services.
6. Responsible for family-centered intake and assessments including, but not limited to the following:
 - a. Completing intake, consents, releases, program orientation with families
 - b. Mental health screenings
 - c. Triage with Clinical Director and Program Coordinator
 - d. Safety Plans (within 72 hours of admission)
 - e. Functional Strengths-Needs Assessments (within 10 days of admission)
 - f. Screenings/Inventories/Outcomes Reporting (upon admission, quarterly, and discharge)
 - g. Other assessments as assigned.
7. Responsible for initiation, completion, and updates or maintenance of client documentation in accordance with agency and state/federal applicable standards.
8. Works with Program Coordinator, Clinical Director, and treatment team to develop and update Plan of Care to address family needs in targeted life domains as per assessment results.
9. Ensures that the person-centered Plan of Care includes specific objectives, support services, and interventions for therapy, case management services,

safety of all family members, skills development for children and parents, and family relationship enhancement.

10. Responsible for engaging families and conducting in-home therapeutic skills development activities with children, parents, and other family members as identified in the Plan of Care.
11. Recognizes and utilizes "teachable moments" and modeling in helping families during their normal routine.
12. Responsible for resource linkage to appropriate services offered by TeamBuilders or collateral service providers and monitoring of such services.
13. Documents results of home visits and case work, client progress towards goals and objectives, discharge planning, re-assessment of needs, quality and timeliness of interventions, and outcomes.
14. Coordinates, conducts, and documents monthly team meetings to review family progress and needs.
15. Updates Plan of Care at least quarterly to include documentation of outcomes, completion of inventories, client satisfaction surveys, and team recommendations.
16. Completes discharge/case closing summaries as appropriate.
17. Participates in clinical seminars, supervision, CQI meetings, and training as assigned.
18. Submits completed documentation in a timely manner as directed for billing and CQI purposes.
19. Available for 24-hour crisis intervention as needed or directed.
20. Additional duties as assigned.

Minimum Qualifications:

1. Must be 21 years of age or older.
2. Minimum staff education and experience required for the Family Services Specialist:
 - a. Bachelor's degree in a human services related field plus 1 year of experience working with serious emotional disturbance (SED) children and families; **or**,
 - b. Associate degree in a human services related field plus 2 years of experience working with SED children and families; **or**,
 - c. High School Diploma or General Education Development plus 3 years of experience working with SED children and families; **or**,
 - d. Completed training for certification as a Certified Peer or Family Specialist approved by the State of New Mexico.
3. Received a Certificate of Completion certifying 20 hours of CCSS training **or** Provisional Certificate of Completion certifying 18 hours of CCSS training, approved by the State of New Mexico.
4. Obtained a Criminal Records Clearance (local, state, and FBI) from the Children Youth & Families Department (CYFD).
5. Received certifications in Adult, Child and Infant CPR and First Aid.



6. Has and continues to maintain a clean driving record and active auto insurance coverage.
7. Has demonstrated the ability to consistently establish and maintain positive, healthy relationships and boundaries while working effectively and cooperatively with clients, families, colleagues, staff, and community members.
8. Has a thorough knowledge and use of community resources.
9. Must be computer literate in order to effectively maintain compliance with state and federal standards and requirements for use of computerized client assessments, data systems, etc.
10. Bi-lingual/Bi-cultural English and Spanish, preferred.

Employee Signature

Printed Name

Date