

**Heartland Human Services**  
**Job Description**

<b>Job Title:</b>	Therapist
<b>Program(s):</b>	Outpatient
<b>Reports To:</b>	Outpatient Program Director
<b>Reporting Chain:</b>	Executive Director
<b>Status:</b>	Exempt, Full-time

**Job Summary:**

Responsible for comprehensive assessment and treatment of persons whose lives are disrupted or complicated by mental illness, behavioral disturbances, substance abuse issues, or inability to function or maintain in the community. Provides treatment in the least restrictive environment possible, promotes consumer responsibility and significant other involvement in the treatment process, subscribes to the recovery model for treatment services, and treats consumers with dignity and respect. Makes referrals to community resources as appropriate. Activities include assessment and treatment planning; individual, family and group therapy; crisis intervention; case management; consumer advocacy and consumer education.

**General Requirements for Employment:**

- Must pass a background check meeting the requirements of the Illinois Healthcare Worker Background Check Act (225 ILCS 46), agency policy, and any required by funding regulations.
- Must possess a valid driver's license, automobile insurance, and automobile for use on the job.
- Shall be physically capable to drive a car or van and access all areas of job sites where job duties are performed including agency facilities, consumer residences, and regularly accessed public and private locations.
- Shall be capable of maintaining a flexible work schedule to meet the needs of the position.
- Must be at least 21 years of age to meet the requirements of 59 Illinois Administrative Code, Ch. IV, Sec. 132.

**Education Requirement:**

Master's degree in psychology, social work, or other human service field is required. Degree must qualify for Licensed Clinical Social Worker (LCSW) or Licensed Clinical Professional Counselor (LCPC) licensure in the state of Illinois or Certified Alcohol and other Drug Abuse Counselor (CADAC). Any individual who does not possess LCSW or LCPC licensure in the state of IL must achieve such licensure within a time frame established by Heartland Human Services.

**Clinical License/Certification Requirement:**

Credentials necessary to qualify as a Licensed Practitioner of the Healing Arts (LPHA) as defined in 59 Illinois Administrative Code, Ch. IV, Sec. 132, is preferred. Credentials necessary to qualify as a Qualified Mental Health Professional (QMHP) as defined in 59 Illinois Administrative Code, Ch. IV, Sec. 132, is required at a minimum. An individual who does not possess licensure or certification in the state of Illinois must achieve such licensure or certification within a time-frame established by Heartland Human Services.

### **Knowledge:**

- **Psychology:** Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **Therapy and Counseling:** Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions.
- **Customer Service:** Knowledge of principles and processes for providing internal and external customer service.
- **Sociology:** Knowledge of group behavior and dynamics, societal trends and influences, ethnicity, and cultures.
- **English Language:** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

### **Skills:**

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Service Orientation:** Actively looking for ways to help people.
- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Basic Computer Skills:** Capable of performing basic computer skills necessary to utilize electronic consumer records and must be capable of understanding commonly used computer software applications.

### **Abilities:**

- **Oral Comprehension:** The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression:** The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity:** The ability to speak clearly so others can understand you.
  
- **Inductive Reasoning:** The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Problem Sensitivity:** The ability to tell when something is wrong or is likely to go wrong.

### **Essential Duties and Responsibilities:**

1. Adhere to all rules, regulations, policies, procedures and practices of Heartland Human Services.
2. Act as consumer advocates in order to coordinate required services or to resolve emergency problems in crisis situation.
3. Collaborate with other staff members to perform clinical assessments and develop

- treatment plans.
4. Collect information about consumers through interviews and observation.
  5. Engage and counsel consumers, individually and in group sessions.
  6. Counsel consumers' significant others, as appropriate, to assist them in understanding, dealing with, and supporting consumers.
  7. Develop and implement treatment plans based on clinical experience and knowledge.
  8. Encourage consumers to express their feelings and discuss what is happening in their lives, and help them to develop insight into themselves and their relationships.
  9. Evaluate consumers' physical or mental condition based on review of consumer information.
  10. Evaluate the effectiveness of counseling programs and consumers' progress in resolving identified problems and moving towards defined objectives.
  11. Gather information about community mental health needs and resources that could be used in conjunction with therapy.
  12. Guide consumers in the development of skills and strategies for dealing with their problems.
  13. Learn about new developments in the field by reading professional literature, attending courses and seminars, and establishing and maintaining contact with other social service agencies.
  14. Maintain confidentiality of records relating to consumers' treatment.
  15. Meet with families, probation officers, police, and other interested parties in order to exchange necessary information during the treatment process.
  16. Modify treatment activities and approaches as needed in order to comply with changes in consumers' status.
  17. Monitor consumers' use of medications.
  18. Prepare and maintain all required treatment records and reports.
  19. Refer consumers or family members to community resources or to specialists as necessary.
  20. Perform all job duties in an environment that promotes recovery, optimizes consumer safety, and reduces the likelihood of medical/health care errors.
  21. Provide a safe environment for consumers and staff, including being aware of and documenting adverse incidents.
  22. Treat consumers, consumers' families, and coworkers with respect and dignity.
  23. Provide crisis intervention services, including after-hours as a member of the on-call crisis rotation team.
  24. Actively support the agency's Corporate Compliance Plan, which includes Drug Free Workplace and discrimination and harassment policies and procedures.
  25. Actively support the agency's blood borne pathogens and universal precautions policies.
  26. Perform additional duties assigned by the Outpatient Program Director or Executive Director.

### **Training Requirements:**

During orientation and yearly thereafter, adequate competency shall be documented in the following areas:

1. Professional Ethics
2. Confidentiality

3. Consumers Rights
4. Adverse Incident Policy and Rule 50
5. Life Safety/Emergency Preparedness
6. Blood borne Pathogens & Infection Control

**Position-Specific Competency Requirements:**

During orientation and every three (3) years thereafter, adequate competency shall be documented in the following:

1. Medication Education - knowledge of major psychotropic medications and side effects.
2. Knowledge of crisis intervention and ability to identify signs/cues of escalation in patient behavior.
3. Concepts of treatment, habilitation and rehabilitation.
4. Formal assessment instruments used and their role in the development of the IRTP.
5. The nature and structure of the IRTP.
6. Documentation and record keeping requirements with reference to the IRTP.
7. Accurately perform psychosocial assessment, mental status exam and role performance profile. Communicate with consumers in age appropriate ways with sensitivity to cognitive functioning.
8. Development and implementation of the IRTP reflective of needs identified in the psychosocial assessment and mental status exam.
9. Individual therapy and counseling skills.
10. Group therapy and counseling skills.
11. Family therapy and counseling skills.
12. Revision of IRTP in accordance with consumer's changing needs and Agency policy.
13. Concepts of psychopathology of mental health consumers.
14. Knowledge of psycho diagnostics and ability to accurately diagnose utilizing the current DSM.
15. Demonstrate ability to maintain knowledge of current trends in the field.
16. Performs timely DMH authorization to insure state approval for continued services.

**Age-Specific Competencies:**

During orientation and every three years thereafter (unless indicated otherwise), the individual shall demonstrate adequate competency in the following:

1. Knowledge of growth and development issues (all ages).
2. Ability to assess age specific data (all ages).
3. Ability to provide age specific care (all ages).
4. Age appropriate communication skills (all ages).
5. Possess knowledge of age specific community resources (all ages).
6. Involve family and/or significant other in plan of care (all ages).

**Performance Standards:**

The individual shall demonstrate successful compliance with these performance standards.

1. Performs an acceptable amount of billable activity, as determined by the annual budget (FY 2016 budget equates to 5.25 billable hours per work shift.)
2. Completes documentation within 3 working days of service delivery.
3. Achieves an acceptable compliance rating in utilization reviews, with 95% of files reviewed

- in compliance.
4. Participate in marketing activities as requested.

**Acknowledgment**

I acknowledge by my signature that I have read and understand this job description, and that I fully meet the qualifications listed on this job description, and that I am capable of completing all the necessary requirements outlined herein.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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HR Initials