

Position Description: Bi-lingual Qualified Professional

Position title: Bi-lingual Qualified Professional for Various Programs, including Intake Coordination

Lead: Team Lead (Provisionally Licensed Professional), Clinical Director

Persons who meet the requirements specified for Qualified Professional status according to 10A NCAC 27G.0104 and who have the knowledge, skills, and abilities required by the population and age to be served may deliver enhanced services within the requirements of the staff definition specified in the above rule.

Supervision is provided according to supervision requirements specified in 10A NCAC 27G.0104 and according to licensure and certification requirements of the appropriate discipline.

General Responsibilities of a Qualified Professional

Development of Person Centered Plans: Develop, revise, and monitor Person Centered Plans. The professional will consult with identified providers, include their input into the Person Centered Planning process, inform all involved stakeholders, and monitor the status of the recipient in relationship to the treatment goals. The QP develops strategies to assist each client in the attainment of their goals.

Service Coordination: The QP provides coordination of movement across levels of care, directly to the person and their family and coordinates discharge plans and community re-entry following hospitalization, residential services and other levels. In addition, the QP provides service coordination for clients, including case management to arrange, link or integrate multiple services as well as overseeing assessment and reassessment of the recipient's need for services. The position also provides "first responder" crisis response on a 24/7/365 basis to consumers experiencing a crisis.

Treatment Teams: When appropriate, the QP ensures that meetings are held regularly and include all relevant stakeholders.

Agency Responsibilities: These include attendance at professional meetings (include peer and clinical supervision, supervision meetings) and trainings to keep abreast of agency regulations and procedures, increase knowledge and skills in clinical areas, and provide needed agency services, documentation of clinical work with clients and keeping of medical records per agency and Medicaid standards. Sigma requirements include annual Blood Borne Pathogens training for all staff and NCI training.

Knowledge, Skills, Abilities

- Applicant must be fluent in English and Spanish
- A Masters degree in a social service discipline (preferred), a Bachelors degree in a social service discipline
- Excellent written, verbal, and oral skills
- Ability to maintain a flexible schedule
- Knowledge of substance abuse and mental health best practices
- Knowledge of theoretical applications to SA/MH counseling
- Documentation – Knowledge of NC Medicaid documentation requirements
- Ability to handle crisis emergency situations and to utilize conflict resolution skills
- Knowledge of word processing and data management
- All staff must have a minimum of one year documented experience with the adult MH/SA population and completion of a minimum of twenty hours (20) regarding crisis management and relevant service definitions required components within the first 90 days of providing services
- In depth knowledge about community mental health and related health systems, including but not limited to: knowledge of CARF guidelines and policies, confidentiality, professional standards for treatment, applicable code(s) of ethics, and the requirements of the presiding local management entity
- Proficiency with utilizing basic equipment, including personal computer, fax, copier, printer/scanner, phone, company vehicles and other materials used in the community based therapeutic practices (This accuracy requires visual/perceptual, verbal and written communication skills)
- Education sufficient to meet State requirements for a Qualified Professional