



**JOB TITLE:** Mental Health Technician  
**DEPARTMENT:** OACIS Crisis Stabilization Unit  
**CLASSIFICATION:** Non-exempt

**REVISED:** 8/19

## **POSITION DESCRIPTION**

### **SUMMARY:**

The Mental Health Technician is an at-will position that reports to the Shift Supervisor. The Mental Health Technician works as part of an interdisciplinary team, who's role focuses on direct care of persons served. Team members include professionals who depend on the mental health technician to provide accurate observations and documentation of a person's served mood, mental sharpness, sleeping patterns, eating habits and overall functioning. Other duties include taking vital signs and reporting any sudden changes in behavior. Knowing this information assists professionals with a diagnosis, treatment planning and medication monitoring. Depending on the severity of the person's served condition, the mental health technician may also help individuals with daily life activities such as bathing, dressing and grooming. Emotional sensitivity is required to be a mental health technician to build trust and rapport.

### **ESSENTIAL JOB FUNCTIONS:**

Assist with the Welcoming Process of people who are admitted to the program establishing rapport quickly, secures belongings, provides comfort and basic needs, Monitors wellbeing of persons served and continually informs team members of person's served status; Participate in training and orientation of new staff; Provide accurate and timely documentation in the Electronic Health Record; Ensure notes reflects treatment plan, on assigned persons served; Cleans bedding and rooms to prepare for new admissions, assist in cleaning common areas; Assist in the safety and security of people served by assisting the Milieu Specialist with physical management ; Make appropriate emergency interventions; Order and monitor person served meals; Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures.

### **RELATED JOB FUNCTIONS:**

Greet people served, and assist in other receptionist duties, during times of low census; Assist with registration of people served; Assist in the collection of appropriate assessment information; Perform other job-related duties as assigned.

**SUPERVISION:** None

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

#### **KNOWLEDGE OF:**

- Basic intervention skills
- Recovery orientation and trauma-informed care in behavioral healthcare

#### **SKILL TO:**

- Type, enter data and document in the Electronic Health Record, and operate office equipment efficiently
- Consistently exercise superior customer service skills with both team members and individuals being served
- Demonstrate proficiency in relevant software and applications after orientation (i.e. EHR, Sentric, Microsoft Word, and Outlook)

#### **ABILITY TO:**

- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Monitor condition of persons served
- Manage aggressive or potentially aggressive persons served
- Establish and maintain effective working relationships with others
- Ability to deal with volatile situations in a safe, calm, and caring manner
- Display teamwork during emergencies
- Ability to work both independently and with a multi-disciplinary team

**REQUIRED EDUCATION AND EXPERIENCE:**

- High School diploma or GED; Associates Degree or higher, preferred
- 1+ year experience providing services to persons with serious mental illness

**ESSENTIAL REQUIREMENTS:**

**Physical Requirements:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

**Environmental Working Requirements:**

Work is done in a clinical/crisis environment; Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

**Other Requirements:**

Local travel required to transport individuals within the community via agency vehicle; The ability to work various shifts and irregular hours; Adhere to established Quality Improvement Indicators

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The agency may in its sole discretion fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.

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Employee Signature	Date	Human Resources Witness	Date
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