**Cobb County Community Services Board**

**Behavioral Health Crisis Unit (BHCC) CSU – ADULT**

**Behavioral Health Technician Job Description**

**JOB TITLE**: Behavioral Health Technician

**FLSA STATUS:** Non-Exempt

**SHIFT**: As Assigned

**REPORTS TO**: CSU Manager, RN Clinical Leader for the day, Staff RN or Staff LPN

**JOB SUMMARY**: A Technician assists with collecting information for individual intake, admission based on interviews with client, their families, significant others, and appropriate community agencies. Assist the treatment team in identifying individual strengths and weaknesses, and developing a treatment/care plan for a specific activity, service or program. Assist in monitoring the individual’s progress toward treatment goals. A Technician at the BHCC may work on any of the 3 areas of the BHCC to include the Crisis Services Center, Temporary Observation or the Crisis Stabilization Unit.

**DUTIES AND RESPONSIBILITIES**: 100%

* Monitor the individual’s physical and emotional wellbeing and report unusual behavior or physical complaints to direct supervisor (RN Clinical Leader for the shift)
* Obtain the individual’s physical condition/vital signs at designated times during the shift and as directed by LPN, RN, MD and/or APRN
* Assist individuals by providing ADLs supplies such as towels, wash cloths, soap, and keeping beds, clothing and living areas clean
* Assist in the admission and discharge process, including obtaining vital signs, safety search of individual and his/her personal belongings as well as orienting new individuals to the unit.
* Lead milieu activities such as current event groups, community meetings, fitness groups, activities of daily living and/or recreational activities
* Chart observations, following prescribed procedures and standards (q15s/monitoring hallways, etc.) and document vitals in carelogic
* Enhances professional growth and development through participation in educational programs, in service meetings and trainings
* Participate in BHCC emergency codes necessary to the units safe operation
* Respond appropriately to crisis situations that may involve physical intervention including the use of seclusion/restraint
* Provides direct care for individuals as needed
* Transport individuals to approved designated location at discharge
* Assist in prevention and managing crisis situations
* Other responsibilities and tasks as may be assigned

**KNOWLEDGE**

* Knowledge of necessary appropriate therapeutic boundaries for working with vulnerable populations.
* Knowledge of addictive diseases and/or mental health disorders and the impact on an individual’s functioning.

**SKILLS**

* Excellent verbal and written communication skills.
* Exceptional time management skills and attention to detail.
* Familiar with computer hardware and software including Microsoft Office products (Word, Excel, PowerPoint, Outlook), e-mail, fax, and scanning.

**ABILITIES**

* Ability to manage and prioritize multiple assignments.
* Ability to remain professional when dealing with internal and external stakeholders.
* Ability to maintain accuracy and attention to detail when completing multiple assignments.
* Ability to work independently and carry out a variety of critical and time sensitive projects without detailed instructions.
* Ability to work with diverse individuals to collect the necessary information.
* Ability to maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments.
* Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
* Ability to establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.

**KEY PERFORMANCE INDICATORS (KPIs):**

* Maintain Agency performance expectations 100% of the time. Complete all required documentation same day services are delivered/end of shift.
* Complete and provide quality, collaborative service documentation 100% of the time.
* 99% accurate on entering information in EMR.
* Customer service rating of good or excellent 99% of time.
* 100% of required trainings will be completed within specified time frames.

**PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**:

* Working in a climate controlled environment
* Dealing with interruptions and changes in work priorities
* Standing for extended periods of time.
* Occasional lifting up to 15 lbs.

**MINIMUM QUALIFICATIONS**:

1. Education – High School Diploma/GED
2. Other – Criminal background check clearance, official academic transcripts, valid driver’s license/ID, drug screen, TB test, eligible 7yr MVR.

**PREFERRED QUALIFICATIONS**:

* One (1) year of experience working in a psychiatric inpatient/outpatient and/or hospital setting.

**SALARY CLASSIFICATION AND/OR RANGE OF SALARY**:

 Employee Signature Supervisor Signature

 Date Date