

BEHAVIORAL HEALTH SUPPORTIVE SERVICES TECH I / II

DEFINITION

Under general supervision to be responsible for the safe operation of a light vehicle in accordance with County Policies and all other applicable state and federal guidelines; to transport clients to and from designated locations within the County as well as outside the Plumas County area; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a specialized class for the Behavioral Health Department. Incumbents are responsible for the transportation of Behavioral Health clients to and from appointments, treatment programs, and out of area psychiatric hospitals. Due to transportation needs of clients, work schedules may vary. Other assignments are generally limited in scope, contain fairly routine tasks, and are performed within a procedural framework established by the Director or Deputy Director of Behavioral Health or his/her designee.

Behavioral Health Supportive Services Tech II: This is the experienced level in the Behavioral Health Driver series. In addition to the responsibilities of transportation of Behavioral Health clients to and from appointments, treatment programs, and psychiatric hospitals, the Behavioral Health Driver / Supportive Services II is responsible to assist in the monitoring and maintaining the Behavioral Health vehicles. This includes maintaining the service and maintenance records of the department's fleet of vehicles.

REPORTS TO

Behavioral Health Supportive Services Coordinator or Behavioral Health Administrative Services Officer

CLASSIFICATIONS DIRECTLY SUPERVISED

None

BEHAVIORAL HEALTH SUPPORTIVE SERVICES TECH I & II – 2

EXAMPLES OF DUTIES

- Operates and drives a motor vehicle to transport clients to and from day treatment programs, scheduled appointments, selected hospitals, treatment facilities.
- Follows time and transportation schedules to ensure clients are able to meet their scheduled appointments.
- May pick up and deliver paperwork, equipment, materials and supplies at various locations as assigned.
- Checks the gas, oil and tires of assigned vehicle regularly to ensure safety and good mechanical condition.
- Reports any vehicle maintenance issues to the Behavioral Supportive Services Coordinator.
- Clean, washes and polishes vehicles periodically as assigned.
- May use assigned vehicle to move client belongings from one location to another as directed.
- Submits accurate records and reports in timely manner as required.
- Assists with clerical/office tasks as required, including but not limited to answering the telephone, opening and closing buildings, maintaining office cleanliness, etc.
- May sit with hospitalized clients while waiting for confirmation of transporting to outlying hospitals while clients are held on a 5150.
- May assist with program preparation and implementation as requested.
- Maintain records, logs and ability to accurately follow regulations and guidelines.
- Assist clients with supportive services as identified and coordinated with Case Management Specialist or other Behavioral Health Department staff.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; climb, bend, stoop, twist, crouch and kneel to conduct vehicle inspections; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication. Lift up to 50 pounds

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment, vehicle, and outdoor environments; sometimes work is in varying weather conditions; continuous contact with the public, clients and staff.

BEHAVIORAL HEALTH SUPPORTIVE SERVICES TECH I & II – 3

DESIRABLE QUALIFICATIONS

Knowledge of:

- Basic knowledge of problems and emotions of Behavioral/Mental Health patients.
- Safe transport methods and procedures.
- Basic knowledge of admitting procedures for facilities.
- Knowledge of safe driving transport practices.
- Provisions of the California Motor Vehicle Code applicable to the operation of vehicles.
- Basic preventive maintenance and requirements of automotive equipment.
- First Aid.

BEHAVIORAL HEALTH DRIVER / SUPPORTIVE SERVICES TECH II - Additional Knowledge of:

- General preventive maintenance and requirements of automotive equipment.
- Procedures and tracking of department vehicles to insure the safety of these vehicles.
- Training techniques of safe transport methods and procedures.

Ability to:

- Drive and operate a vehicle safely and efficiently.
- Maintain responsibility for the safe transport of clients.
- Maintain composure in stressful situations.
- Ability to interact with clients in a professional and friendly manner.
- Ability to communicate clearly with a variety of clients, staff and agencies.
- Ability to read road maps.
- Maintain and update accurate records and travel logs.
- Ability to read, write and communicate effectively.
- Establish and maintain cooperative working relationships.
- Maintain a professional attitude at all times.
- Assist in the training of Behavioral Health Supportive Services Tech I.
- Track preventive maintenance of department vehicles and any other maintenance or repairs needed to ensure the safe operation of vehicles.

BEHAVIORAL HEALTH SUPPORTIVE SERVICES TECH I & II – 4

Training and Experience:

Qualifications needed for these positions:

Education - High school diploma or equivalent.

BEHAVIORAL HEALTH SUPPORTIVE SERVICES TECH I – One (1) year driver experience.

BEHAVIORAL HEALTH SUPPORTIVE SERVICES TECH II – Two (2) years driver experience with general knowledge of automobile maintenance.

Experience in working with Behavioral Health clients is desirable.

Special Requirements:

Must have a valid Class "C" California Driver's License issued by the Department of Motor Vehicles with a good driving record and must have DOJ (Department of Justice) fingerprint clearance. The Class "C" License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.