

BEHAVIORAL HEALTH SUPPORT SERVICES COORDINATOR

DEFINITION

Under general direction to train and coordinate the Behavioral Health Support Services I and II classifications in the transport of clients to and from designated locations within the County as well as outside the Plumas County area. The Coordinator position will also be responsible to transport clients to and from designated locations within the County, as well as outside the Plumas County area and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single classification to perform first line supervision of the Behavioral Health Supportive Services Tech I and II classifications. Incumbent is responsible for the training and scheduling of Drivers in the transportation of Mental Health/AODS clients to and from appointments, treatment programs, and out of area psychiatric hospitals. Due to transportation needs of clients, this classification will also be required to transport clients. The Coordinator will also be responsible for the Behavioral Health fleet of vehicles. This responsibility includes maintenance and service tracking on each vehicle and maintaining those records, assessing vehicles' operational issues, and providing the department with the estimated costs. Once approved, assuring repairs are made in a timely manner.

This classification will also provide client assistance as needed in a supportive services capacity. The supportive services will be coordinated with the case management specialist to provide in-home support to clients as needed. Such supportive services could include assistance with relocation, residential visits, shopping, or other identified client needs.

REPORTS TO

Behavioral Health Deputy Director, Administrative Services Officer, or Behavioral Health Fiscal Officer.

CLASSIFICATIONS DIRECTLY SUPERVISED

Behavioral Health Supportive Services Tech I and II, permanent and extra help.

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EXAMPLES OF DUTIES

- Provides first level supervision of Behavioral Health Supportive Services Tech I and II.
- Provides training in the safe transportation of Mental Health/AODS clients.
- Develops Driver schedules for the four main areas of Plumas County as well as transport to outside area psychiatric hospitals.
- Due to various transportation needs of the department's clients, will also be scheduling temporary drivers to assist in covering the needs of the department.
- Maintaining vehicle maintenance and service records on all department vehicles.
- Assessing vehicle issues and bringing them forward in a timely manner.
- Assisting in vehicle purchases including researching various models, pricing, and providing recommendations to the department and purchasing.
- Evaluate transportation functions and bring forth recommendations to enhance the efficiency of this area to the department.
- Operates and drives a motor vehicle to transport clients to and from day treatment programs, scheduled appointments, selected hospitals, and 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.
- Records any vehicle maintenance issues and determine the action needed to resolve such issues.
- May use assigned vehicle to move clients' 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 assist with program preparation and implementation as requested.
- Maintain records, logs and ability to accurately follow regulations and guidelines.

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.

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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.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Basic knowledge of problems and emotions of 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.
- Procedures and tracking of maintenance and service of vehicles to insure the safety of vehicles.
- Training techniques of safe transport methods and procedures.
- Supervisor skills.
- First Aid and CPR.

Ability to:

- Supervise and train staff as assigned.
- Maintain department vehicles to ensure safe operations.
- Track department vehicles to ensure routine maintenance is completed and all operational needs of vehicles are addressed.
- Maintain and update accurate records and travel logs.
- 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, write and communicate effectively.
- Establish and maintain cooperative working relationships.

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Training and Experience:

Required qualifications for this position:

Education - High school diploma or equivalent.

One (1) year of any combination of training and experience which would provide the required knowledge and abilities to successfully perform the job duties as described in this job description.

General knowledge of automotive maintenance and repair is mandatory.

Experience working with Mental Health/AODS 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.