



BH/DS Assistant #01720

City of Virginia Beach – Job Description

Date of Last Revision: 03-25-2020

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 15

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Assist Behavioral Health (BH) or Developmental Services (DS) clinical staff in the treatment and case management functions and other programs related to client service delivery.

Representative Work Functions and Responsibilities

Assist BH/DS clinical staff in gathering data for the formulation of client case management plans; and in compliance with state certification standards, carry out coordination of case management plans to assure effective client care.

Document and/or report all necessary supportive activities related to client services to comply with agency quality assurance and state certification standards.

Perform routine activities to assist clients in program operations to assure effective client care.

Act in advisory capacity to identify needs and resources for the purpose of enhancing service providers to assist in the efforts to improve client care and the community's ability to respond.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on their current workloads and department needs.

Performance Standards

Provide job specific/competent assistance to BH/DS staff; effectively carry out case management plans in response to clinical plan and client needs; provide accurate data reporting for quality assurance/treatment monitoring needs; perform routine program activities in acceptable fashion; and actively provide input into ongoing needs and resource identification process.

Minimum Qualifications

Requires an associate's degree in a human services field OR any combination of education and experience equivalent to two (2) years in fields utilizing the required knowledge, skills, and abilities for serving persons with intellectual disabilities (for DS positions) or in fields such as human services, mental health or substance abuse.

Must have a current and valid driver's license.

Special Requirements

Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.

Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

- A. Knowledge
 - 1. Knowledge of human behavior.
 - 2. Knowledge of community resources.
 - 3. Knowledge of person-centered planning and services.
 - 4. Knowledge of basic behavioral health and intellectual disability diagnoses and practices.
- B. Skills
 - 1. Skill in written and oral communication.
 - 2. Skill in understanding interviewing techniques.
 - 3. Skill in recognizing abnormal behavior.
- C. Abilities
 - 1. Ability to communicate effectively orally and in writing.
 - 2. Ability to relate well with clients.
 - 3. Ability to understand and follow complex oral and written instructions.
 - 4. Ability to make minor decisions in accordance with programs.
 - 5. Ability to handle stress.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Sedentary work that involves walking or standing some of the time and routine keyboard operations. May involve occasional kneeling, stooping, squatting, climbing, gripping, pushing, lifting and raising objects and exerting up to 30 pounds of force.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes.*

Performs clerical, manual, and technical tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including*

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

those that may lead to injury or health hazards even though precautions have been taken.

This position may risk exposure to communicable diseases including blood and airborne pathogens.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

This job requires normal visual acuity, and field of vision, hearing, and speaking.

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