

Lutheran Family Services Position Description

Position Title: Emergency Community Support Worker

Paygrade: G

Effective Date: April 5, 2007

Reports to: Program Supervisor

Appointed by: Program Supervisor

Region: Southeast

Location: Lincoln, Nebraska

FLSA Status: Non-Exempt Exempt

LFS Mission Statement:

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

LFS Values:

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

Job Purpose:

The program serves individuals residing in Region V, who are 19 or older, and who are on an Emergency Protective Custody hold at the Lancaster County Crisis Center or other crisis facility who, according to the evaluation completed during the crisis, may stabilize with the involvement of an Emergency Community Support worker. Individuals will be referred by the Emergency Service System. Typically, these individuals have a mental illness and/or severe and persistent mental illness and are in crisis or in danger of crisis. Estimated length of service per client is 30 to 90 days.

Essential Job Duties:

Service Delivery

- Provide overall emergency case management services.
- Develop discharge plan with the client and the crisis center staff.
- Collect and organize assessment information.
- Facilitate implementation of the Individual Program Plan.
- Assess and respond to crisis situations
- Advocate for the individual with other service providers
- Monitor client progress in the services received and facilitate revision of the individual service plan.
- Coordinate all treatment activities with services provided to the client by other resources.

Record Keeping

- Maintain accurate, written records.
- Participate in Continuous Quality Improvement (CQI) activities as assigned by supervisor.

Community and Church Relations

- Maintain positive working relationships with appropriate public and private human services organizations.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

Professional Growth and Development

- Attend and participate in staff meetings.
- Participate in Agency required training.

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality during phone contact, and in handling of records.
- Insure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive respectful demeanor in all contacts with staff and the public.
- Work to build positive productive relationships with other staff.
- Other duties as assigned.

Job Requirements:

- Bachelor's degree, or post high school course work in psychology, social work, sociology, and/or other related fields
- Two years' demonstrable knowledge, familiarity, and/or experience in provision of community-based rehabilitation services
- Demonstrated skills and competencies to work with adult people with mental illness
- Familiarity with psychotropic medications and their side effects
- Experience in problem-solving and crisis mediation
- Knowledge or ability to acquire knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of adults with severe emotional disorders and their families.
- Knowledge of the functions and services of the community organizations and related human services.
- Ability to communicate and effectively coordinate services, assign tasks and maintain records of services provided in a timely manner.
- High level of organizational skills, communication & interpersonal skills, and attention to detail required. Follow up and follow through required.
- Valid Nebraska Driver's license, proof of liability insurance and ability to drive for agency business.
- Commitment to the mission of Lutheran Family Services.

Hiring Manager Signature _____

Date _____

Employee Signature _____

Date _____

Director Human Resources _____

Date _____

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