



Job Description

Title:	Therapist – Outpatient Services	Classification:	Exempt
Division:	Operations	Pay Category:	Professional III-V
Department:	Outpatient Services	Reports to:	Supervisor, Outpatient Services
Location:	Jackson/Hillsdale	Supervises:	N/A
Date:	3/7/2017	Revised/Reviewed Date:	4/16/19, 7/10/19, 2/28/2020, 8/20/20,06/03/2021, 10/29/2021, 11/01/2021

General Summary

The Therapist will be responsible to deliver person-centered, self-determined, recovery oriented, trauma-informed, least restrictive, competent behavioral health services to consumers in an outpatient setting.

Essential Functions

1. Provides clinical and supportive counseling services; individual, group and family therapy in a trauma informed, recovery oriented, short-term, person centered, solution focused manner.
2. Facilitates psycho-educational classes and/or groups such as parenting skills, independent living skills, anger management, behavior management, substance abuse, etc.
3. Provides primary case holder services as assigned, including assessment, treatment plan development, formal reviews, information gathering, referrals and linkages, where appropriate. Coordinates services with other professionals and paraprofessionals and liaison with outside social service agencies and other organizations.
4. Delivers evidenced-based interventions as trained and appropriate to the consumer needs. (Examples: Trauma-Focused Cognitive Behavioral Therapy (TF-CBT).
5. Performs all duties as assigned to ensure the Outpatient Services department runs efficiently and effectively. Duties include but are not limited to: Assessment, Person-Centered Planning, diagnosis of clinical conditions, individual, family, and group therapy, crisis intervention, and care coordination.
6. Maintain regular and predictable attendance.

NOTE: The lists of essential and additional functions are not exhaustive. They may be supplemented as necessary from time to time.

Key Performance Indicators (KPIs)

- Documentation is completed by the end of the business day.
- Billable (face to face) services that is defined as productive time is 70%.
- Complies with Corporate Compliance and Recipient Rights procedures 100% of the time
- Demonstrates customer service standards to all 100% of the time.
- All mandatory trainings are completed by their due date.

Competencies (Substance Abuse and Mental Health Services Administration-Health Resources and Services Administration [SAMHSA-HRSA] Center for Integrated Health Solutions)

Interpersonal Communication

The ability to establish rapport quickly and to communicate effectively with consumers of healthcare, their family members, and other providers. *Examples include active listening; conveying information in a jargon-free, non-judgmental manner; using terminology common to the setting in which care is delivered; and adapting to the preferred mode of communication of the consumers and families served.*

Collaboration & Teamwork

The ability to function effectively as a member of an interprofessional team that includes behavioral health and primary care providers, consumers, and family members. *Examples include understanding and valuing the roles and responsibilities of other team members, expressing professional opinions, and resolving differences of opinion quickly, providing and seeking consultation, and fostering shared decision-making.*

Screening & Assessment

The ability to conduct brief, evidence-based and developmentally appropriate screening and to conduct or arrange for more detailed assessments when indicated. *Examples include screening and assessment for: risky, harmful, or dependent use of substances; cognitive impairment; mental health problems; behaviors that compromise health; harm to self or others; and abuse, neglect, and domestic violence.*

Care Planning & Care Coordination

The ability to create and implement integrated care plans, ensuring access to an array of linked services, and the exchange of information among consumers, family members, and providers. *Examples include assisting in the development of care plans, whole health, and wellness recovery plans; matching the type and intensity of services to consumers' needs; providing patient navigation services; and implementing disease management programs.*

Intervention

The ability to provide a range of brief, focused prevention, treatment, and recovery services, as well as longer-term treatment and support for consumers with persistent illnesses. *Examples include motivational interventions, health promotion and wellness services, health education, crisis intervention, brief treatments for mental health and substance use problems, and medication assisted treatments.*

Cultural Competence & Adaptation

The ability to provide services that are relevant to the culture of the consumer and their family. *Examples include identifying and addressing disparities in healthcare access and quality, adapting services to language preferences and cultural norms, and promoting diversity among the providers working in interprofessional teams.*

Systems Oriented Practice

The ability to function effectively within the organizational and financial structures of the local system of healthcare. *Examples include understanding and educating consumers about healthcare benefits, navigating utilization management processes, and adjusting the delivery of care to emerging healthcare reforms.*

Practice-Based Learning & Quality Improvement

The ability to assess and continually improve the services delivered as an individual provider and as an interprofessional team. *Examples include identifying and implementing evidence-based practices, assessing treatment fidelity, measuring consumer satisfaction and healthcare outcomes, recognizing, and rapidly addressing errors in care, and collaborating with other team members on service improvement.*

Informatics

The ability to use information technology to support and improve integrated healthcare. *Examples include using electronic health records efficiently and effectively; employing computer and web-based screening, assessment, and intervention tools; utilizing telehealth applications; and safeguarding privacy and confidentiality.*

Job Specifications (Knowledge, Skills, and Abilities)

Knowledge

- Knowledge of Michigan’s community mental health (CMH) system. minimum of three years’ experience working with CMH populations.
- Knowledge of current practices, methods, and procedures in the delivery of behavioral health services, diagnosis, and treatment.
- Knowledge of credentialing status in order to perform duties within their scope.
- Knowledge and understanding of all regulations, contract requirements, standards applicable to performance of duties.
- Working knowledge of resources, including but not limited to: Diagnostic Criteria from the Diagnostic and Statistical Manual of Mental Disorders (DSM), Medicaid Provider Manual, LifeWays Provider Manual, Michigan Department of Health and Human Services (MDHHS), International Classification of Diseases (ICD), LifeWays Policies and Procedures, LifeWays Process Alerts, Electronic Medical Record (EMR), Physicians’ Desk Reference (PDR), and departmental processes.

Skills

- Excellent interpersonal skills in order to establish and maintain effective working relationships with a variety of stakeholders (consumers, professionals, community members).
- Skilled in concurrent/collaborative documentation of services.
- Excellent time management skills in a setting with potential frequent interruptions; ability to coordinate multiple concurrent duties and perform tasks in an organized and timely manner, with attention to detail.
- Proficient in computer applications including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Electronic Medical Record, LifeWays Intranet, and Internet applications.

Abilities

- Ability to maintain credentialed status to perform duties.
- Ability to work in high-pressure, high-stress situations and a fast-paced environment.
- Ability to work a non-traditional schedule which may include evenings, weekends, and/or holidays as needed to ensure appropriate oversight of departments.
- Ability to respond within established time limits during work hours and when performing on call duties.
- Ability to use good judgement to arrive at sound clinical decisions.
- Ability to learn quickly, ability to adjust to changes in job assignment, methods, personnel, or surroundings.
- Ability to communicate effectively in both oral and written form.

Required Education/Certification/Licensure

- Master’s degree in Social Work, Counseling, Family & Marriage Therapy or Psychology.
- If current caseload consists of consumers with primary Medicare insurance, LMSW is required.
- **Therapist II:** Master’s degree. Fully Licensed Masters Social Worker (LMSW), Fully Licensed Professional Counselor (LPC), Fully Licensed Psychologist (LP).
- **Therapist III:** Master’s degree. Fully Licensed Masters Social Worker (LMSW), Fully Licensed Professional Counselor (LPC), Fully Licensed Psychologist (LP) and is a Certified Alcohol and Drug Counselor (CADC) or is a Certified Advanced Alcohol and Drug Counselor (CAADC).

Preferred Education/Certification/Licensure

- Master’s degree in Social Work with LMSW licensure with the State of Michigan.
- Certified Advanced Alcohol and Drug Counselor (CAADC).

Physical Requirements/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, bend, reach with hands and arms, to use hands and fingers to handle, or feel; to talk and hear; and frequently required to walk and move about the facility. The employee is occasionally required to; stoop, and/or kneel. The employee may lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Must be able to view records, documents, environmental conditions, and external factors. Work is performed in an office environment and with usual office equipment including computers, copiers, and fax machines. The noise level in the work environment is usually quiet, additional work will occur in the access crisis center and/or in the community interacting with possibly agitated consumers where noise level may heighten, and violence can occur. May require evening, weekend, holiday hours.

Travel to other locations/agencies/meetings, etc. is required and generally occurs in Jackson and Hillsdale counties but travel within the State of Michigan may be necessary at unexpected times to meet the needs of community members and consumers.

*LifeWays vehicles are provided to employees for the purpose of transporting consumers; employees must possess a valid MI motor vehicle operator’s license and verification of an acceptable driving record. Personal vehicles may be used for company business when drivers meet the following: valid MI motor vehicle operator’s license and proof of personal vehicle insurance in accordance to guideline.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. The job description will be reviewed periodically as duties and responsibilities change with business necessity.

Employee Name (printed)			
Employee Signature		Date:	
Supervisor Name (printed)			
Supervisor Signature		Date:	
People & Culture Name (printed)			
People & Culture Signature		Date:	