

## **BEHAVIORAL HEALTH AIDE**

### **DEFINITION**

Under immediate supervision, provides assistance to professional staff in the delivery of services to clients of the Behavioral Health and Public Guardian Conservator programs, and performs related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is an entry-level classification in which incumbents, working under close supervision, receive on-the-job training and perform specific assignments of a well-defined nature. As experience is gained, the incumbent gains greater independence of action within established guidelines.

This classification is distinguished from the higher level professional classifications, such as Social Worker or Conservator-Guardianship Investigator, in that the latter provide professional-level services and are directly responsible for handling a full caseload of clients.

### **EXAMPLES OF DUTIES**

1. Provides assistance and support to professional level staff as directed.
2. Provides and/or arranges transportation for clients to appointments, board and care facilities, and other services.
3. Conducts off-site visits to evaluate living situation; informs professional-level staff of findings.
4. Observes and reports verbally and in writing to professional staff the behavior and physical state of clients; documents observations of clients and activity with clients.
5. Prepares routine reports; prepares and maintains case files and related correspondence; completes forms; may prepare and maintain records relating to client property and financial information in accordance with system standards.
6. Utilizes computer to prepare reports and to enter and retrieve data.
7. Participates in client activities and teaches basic skills to clients
8. Assists clients in obtaining services as needed.

### **QUALIFICATIONS**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

#### **Knowledge of:**

1. Principles and techniques of providing human services to a diverse client population
2. Basic math, record keeping, alphanumeric filing, grammar, and spelling
3. General office procedures and practices, including preparation of correspondence, forms, and reports

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4. Basic principles of individual and group behavior
5. Socioeconomic, environmental, and cultural factors affecting client behavior
6. Services and resources provided through governmental and community-based organizations

### Skill and Ability to:

1. Communicate and interrelate effectively with the public, families, children, and/or adults from a variety of social, cultural and economic backgrounds under stressful circumstances
2. Observe clients and their living conditions, identify and analyze problem situations, and take appropriate action
3. Accurately prepare reports, correspondence, and forms
4. Understand and follow written and oral instructions
5. Perform accurate mathematical computations
6. Operate a personal computer
7. Operate a motor vehicle safely and in accordance with applicable laws and regulations to transport clients

### **REQUIRED CONDITIONS OF EMPLOYMENT**

As a condition of employment, the incumbent will be required to:

1. Possess a valid California Class C driver's license at time of appointment, or the ability to provide suitable transportation, which is approved by the appointing authority.
2. Exposure to a variety of difficult living conditions during off-site visits.
3. Work occasional evenings, weekends, and holidays.
4. Depending on assignment, successfully pass a background evaluation pursuant to state requirements when working with children (Megan's Law).

### **EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING**

The knowledge, skills and abilities listed above may be acquired through various types of experiences, education or training, typically:

One year of providing support to professional-level staff, or one year of clerical or record keeping experience, in a mental health or human services setting that involves direct client or patient contact.

### **PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory abilities required for this classification include:

1. Ability to drive a motor vehicle to safely transport clients and/or equipment.

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2. See well enough to function in a typical office environment and to observe clients and their living conditions.
3. Hear and speak sufficient to function in a typical office environment and communicate with clients.
4. Ability to occasionally lift items weighing up to 50 pounds, and regularly lift and move items weighing up to 20 pounds.
5. Ability to walk over uneven surfaces to access client residence and participate in client activities
6. Ability to stoop, bend, twist, reach, squat to evaluate client residence and participate in client activities

**CLASS HISTORY**

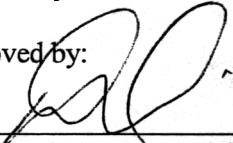
Class Code: 50U16  
Established Date: May, 1994  
Revised Date: May, 2004  
Former Title: Mental Health Aide

**CLASS DATA**

Job Group: 20  
EEO Category: SM  
Work Comp. Code: 8810  
Bargaining/Employee Unit: K  
FLSA: C  
MOCO OT: Y

Prepared by:

Approved by:



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County Administrative Office

5/25/04

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Date