

**California Human Development**

**Job Description**

**Employee name:**

**Job Title:** Treatment Support Specialist
**Division:** Residential Treatment

**Reports To:** Assistant Director
**FLSA Status:** Non-Exempt

**Location:** Santa Rosa, Stonehouse
**Revised Date:** 11/05/2020

**Summary Description**: The Treatment Support Specialist is responsible for supporting the counselors by meeting clients, complete their treatment plans and assessments as needed without interruptions, aid in clients’ self –administration of medications, create schedules, and perform other other functions as necessary to keep operations running smoothly and according to the schedule. The Treatment Support specialist must be available to work the overnight shift (11:00 pm to 6:00 am).

**DUTIES AND RESPONSIBILITIES:**

* Assist with the self-administration of client medications
* Answer and field incoming calls
* Field and manage client questions for appropriate resolution to ensure counselors are not interrupted during treatment planning
* Utilize available time by circulating the floor in an effort to field office inquiries and resolve issues or needs
* Search and label intake property when assigned
* Maintain supervision of clients served throughout the shift.
* Ensure clients are in their room at the designated time
* Set up client files in preparation of new clients if necessary
* Perform UA test collections and complete required documentation if needed.
* Performs any other clerical and office duties as assigned
* Performs facility specific tasks as assigned
* Keep records of all activity during the shift including any special incidents.
* Email shift report activity to “Residential Team”
* In the event of an incoming emergency or distressed caller needing counseling, contact Assistant Director or Director immediately unless staff is registered with an accredited agency
* Must be available to work the overnight shift (11:00 pm to 6:00 am) where employee is expected to remain awake
* Perform other related duties as assigned

**Supervisory Responsibilities**

None

**Required Skills and Abilities**

* Ability to read and comprehend simple instructions, short correspondence, and memos.
* Ability to write simple correspondence.
* Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
* Advanced knowledge of Microsoft Office including, Excel, Word, PowerPoint, Publisher, and Outlook.
* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Education and/or Experience**

* High school diploma or general education degree (GED)
* One to three months related experience and/or training
* Equivalent combination of education and experience

**Certificates, Licenses, Registrations**

None

**Physical Requirements** Close vision (clear vision at 20 inches or less); Distance vision (clear vision at 20 feet or more);

Color vision (ability to identify and distinguish colors); Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); Depth perception (three-dimensional vision, ability to judge distances and spatial relationships); Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus); move each demand to appropriate frequency below)

Regularly*:* Sit; Use hands to finger, handle, or feel; Talk or hear;

Frequently: Stand; Walk;

Occasionally: Reach with hands and arms; Stoop, kneel, crouch, or crawl; Taste or smell; Lift up to 25 pounds

Vision: No special vision requirements

**Work Environment**

Occasionally: Toxic or caustic chemicals; Outdoor weather conditions;

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is* ***at-will****. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_