



**STATE OF NEVADA**  
**Department of Administration**  
**Division of Human Resource Management**

**CLASS SPECIFICATION**

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>CONSUMER SERVICES COORDINATOR</b>	<b>29</b>	<b>E</b>	<b>10.340</b>

Under supervision of a designated Qualified Mental Health Professional (QMHP), the incumbent plans, organizes and coordinates the consumer services/peer support program for the Division of Public and Behavioral Health in the Department of Health and Human Services or provides division-wide support; supervises Consumer Services Assistants working in various locations and facilities; develops, implements, presents and evaluates consumer services training programs; and researches and recommends methods to effectively involve consumers in agency operations and service delivery systems.

Monitor program operations through on-site visits and review of records and reports; provide direct peer support services; gather and document input from program personnel and other interested parties; identify consumer issues and concerns; consult with division and facility supervisors to develop plans to resolve issues; prepare statistical and narrative reports and recommendations for management. Ensures the delivery of services are based on compliance with Medicaid regulations.

Participate in statewide service delivery planning, development and implementation to ensure client needs are met, and policy development to ensure representation of consumer; represent the consumer services program in management meetings to provide feedback on proposed changes; advocate for and represent the mental health consumer/client perspective to management and the community for the purpose of improving understanding and services.

Supervise Consumer Services Assistants; participate in selection interviews and recommend hiring; review and approve work performance standards; provide ongoing performance coaching and mentoring; prepare/conduct performance evaluations in conjunction with professional staff at the employee's assigned facility; evaluate subordinate training requirements and prepare training materials; conduct or schedule required training; recommend and take corrective action as needed.

Assist in the budget development for the consumer services program; track and review expenditures to ensure compliance with budgetary limits.

Participate as a member of the division training committee; evaluate division training needs related to consumer services issues; prepare training materials; may provide group or individual training to professionals and community groups on the role of consumers in mental health service delivery.

Participate as a member of the division performance improvement team; review written consumer satisfaction surveys for clarity to consumers and to eliminate cultural/ethnic bias; compile and present Consumer Services Assistants' input regarding surveys; recommend service improvements based on survey findings.

Perform related duties as assigned.

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**MINIMUM QUALIFICATIONS**

**SPECIAL REQUIREMENTS:**

- \* A valid driver's license is required at the time of appointment and as a condition of continuing employment.

**MINIMUM QUALIFICATIONS** (cont'd)**SPECIAL REQUIREMENTS:** (cont'd)

- \* Incumbent is required to meet criteria as a Peer Supporter at the time of appointment.

**INFORMATIONAL NOTES:**

- \* Sixty semester credits from an accredited college or university that included coursework in psychology, sociology, human development or business may be substituted for one year of administrative experience.
- \* Transcripts are required with application if college coursework is to substitute for experience.
- \* Incumbent must have the ability to meet the qualifications of a Qualified Behavioral Aide as outlined in the Medicaid Services Manual (MSM).

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and three years of experience, two years of which included performing or assisting in planning, coordinating or administering a program; composing business correspondence, reports, recommendations and presentations; presenting information and recommendations to individuals or groups; participating as a team or committee member; and using a computer to enter and retrieve data and prepare correspondence and reports. One year of the required experience must have been working in a behavioral health consumer advocacy program providing peer support and assistance; **OR** an equivalent combination of education and experience as described above. *(See Special Requirement and Informational Notes)*

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Working knowledge of:** living with and managing a behavioral health disorder/illness; self-help skills required for management of mental illness following a treatment plan and self-recognition of symptoms related to illness; techniques used to assist clients in developing independent living skills such as role modeling, coaching and prompting; mental health consumer movement; national mental health advocacy efforts and groups; English grammar, punctuation, sentence structure and vocabulary sufficient to compose business correspondence, reports, training materials, recommendations and presentations; word processing sufficient to prepare business correspondence and reports. **General knowledge of:** basic principles of supervision and training; mental health services available in Nevada; types of mental illness; federal and State regulations related to mental health client rights; client rights, confidentiality, abuse and neglect issues; impact of mental illness on family and the community; team leadership and group dynamics. **Ability to:** present information and recommendations to individuals and groups; communicate effectively both orally and in writing; investigate issues requiring the review and consideration of relevant data, patterns and concerns; organize, coordinate and oversee the work of others; participate as a team or committee member; establish rapport with consumers of mental health social services with varied social and cultural backgrounds; listen and respond appropriately during conflict or crisis situations; maintain patient confidentiality; make basic mathematical computations; use a personal computer to enter and retrieve data. **Skill in:** preparing documents using computer word processing software.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**Working knowledge of:** principles of supervision and training; use of a personal computer including spreadsheet software and the Internet; mental health services available in Nevada; federal and State regulations related to mental health client rights; division and agency policies and procedures to include client rights, confidentiality, abuse and neglect; impact of mental illness on family and the community; team leadership and group dynamics. **General knowledge of:** State regulations related to personnel administration. **Ability to:** develop computer generated reports; organize, develop and make formal presentations; make recommendations based on investigation and consideration of relevant data, patterns and concerns; compose clear, concise correspondence, training materials, narrative summaries, reports, proposals and recommendations.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

10.340

ESTABLISHED: 5/6/02UC

10.340

REVISED: 7/1/05LG  
REVISED: 6/10/16PC