



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>
CONSUMER SERVICES ASSISTANT II	20	E	10.341
CONSUMER SERVICES ASSISTANT I	18	E	10.342

SERIES CONCEPT

Under general supervision, assist professional staff by performing advocacy and service improvement activities on behalf of clients in mental health service agencies; performing a variety of routine support services; acting as liaison among staff, community and clients; and modeling behavior supportive of client recovery goals.

Provide peer support to clients; assist clients in completing forms; provide basic clarification of agency processes, client rights and options to assist professional staff; encourage participation in support networks; assist clients to adjust to transitions in levels of care, and new services or residential support; make home visits; perform basic client de-escalation techniques; interpret and apply division and agency policies and procedures regarding client rights, confidentiality, abuse and neglect; monitor and report to professional staff on client progress; identify and report problems; record appropriate case-related information and complete progress notes.

Contact clients to inquire about needed services; collect and disseminate information regarding educational and community resources and activities; assist clients in applying for social services; assist with scheduling appointments for clients and remind them of appointments; write related correspondence; accompany clients to scheduled appointments and coordinate or provide transportation as required.

Represent client perspective to service providers and to the community; assist clients to present complaints and resolve problems; participate in community organizations, local advisory boards and stakeholder meetings as a consumer representative; actively promote quality of life for persons with mental and emotional disabilities.

Assist in monitoring the quality of services provided to clients; participate in the development and use of satisfaction surveys and service improvement plans by providing the clients' perspective.

Assist professional staff with client self-help sessions and group activities; encourage client participation and discussion track attendance; and lead peer support activity groups as required.

Assist clients through demonstration and coaching to develop independent living skills such as housekeeping, shopping and use of public transportation; coordinate companion or training program activities.

Assist in office operation by greeting clients, answering telephones, entering information into a computer, scheduling facilities or rooms; setting up meeting rooms.

Perform related duties as assigned.

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CLASS CONCEPTS

Consumer Services Assistant II: Incumbents at this level work under close supervision and perform the full range of duties described in the series concept. This is the full performance level within the series.

Consumer Services Assistant I: Incumbents at this level work under immediate supervision and receive classroom and on-the-job training in the duties described in the series concept.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * Some positions require a valid driver's license at the time of appointment and as a condition of continuing employment.

CONSUMER SERVICES ASSISTANT II

EDUCATION AND EXPERIENCE: Ability to read and write standard business correspondence and one year of mental health consumer advocacy experience, six months of which included working for a mental health service delivery system which included monitoring and reporting to professional staff on client progress, providing client perspective to service providers, and providing peer support such as assisting clients to present complaints and resolve problems, complete forms, and adjust to changes in levels of care; **OR** six months experience as a Consumer Services Assistant I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

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

Working knowledge of: national mental health advocacy efforts and groups; mental health services available in Nevada; active listening techniques such as the use of verbal and non-verbal cues. **General knowledge of:** federal and State regulations related to mental health client rights; basic techniques used to assist clients in developing independent living skills such as role modeling, coaching and prompting; basic de-escalation techniques; group dynamics. **Ability to:** participate as a team or committee member; establish rapport with consumers of mental health services with varied social and cultural backgrounds; communicate consumer/client perspective to staff, management, and in public meetings; write progress notes and basic correspondence using appropriate grammar, punctuation, sentence structure and vocabulary; *and all knowledge, skills and abilities required at the lower level.*

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

Working knowledge of: mental health consumer movement; familiar with the Recovery Model; correct English usage; basic de-escalation techniques; group dynamics; division and agency policies and procedures regarding client rights, confidentiality, abuse and neglect. **Ability to:** present mental health issues to groups and committees; use a personal computer to enter and retrieve data; coach/mentor clients to develop independent living skills; listen and respond appropriately during conflict or crisis situations; lead discussion groups.

CONSUMER SERVICES ASSISTANT I

EDUCATION AND EXPERIENCE: Ability to read and write and six months of mental health advocacy experience which included providing assistance and peer support to consumers of mental health services; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

MINIMUM QUALIFICATIONS (cont'd)

CONSUMER SERVICES ASSISTANT I (cont'd)

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

Working knowledge of: living with and managing a mental illness; self-help skills required for managing a mental illness such as taking responsibility for actions, following a treatment plan and self-recognition of symptoms related to illness. **General knowledge of:** mental health consumer movement; mental health services available in Nevada; active listening techniques such as the use of verbal and non-verbal cues; basic types of mental illness; correct English usage; impact of mental illness on the family and community. **Ability to:** read and follow written instructions; make basic arithmetic computations; write legibly; communicate verbally with clients to convey information; speak clearly and distinctly on the telephone; independently use public transportation; independently shop for required food, household, and personal items; maintain a clean and orderly living space; pay bills; listen and respond appropriately in routine interactions; maintain client confidentiality.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Consumer Services Assistant II.)

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.

10.341

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ESTABLISHED: 5/6/02UC
REVISED: 3/20/15PC

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