

Joe Lombardo
Governor



Jack Robb
Director

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STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
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MEMORANDUM
HR# 54-23

July 25, 2023

TO: DHRM Listserv Recipients

FROM: Mandee Bowsmith, Administrator *Mandee Bowsmith*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES – MENTAL HEALTH
TECHNICIAN SERIES

Attached are revised proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Deputy Administrator Beverly Ghan at bghan@admin.nv.gov no later than August 22, 2023.

If no written objections are received in this office by August 22, 2023, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #09-24
Posting Expires: August 22, 2023

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
10.338	Mental Health Technician IV	29	C	10.338	No Change		
10.346	Mental Health Technician III	27	C	10.346	No Change		
10.356	Mental Health Technician II	25	E	10.356	No Change		
10.366	Mental Health Technician I	23	E	10.366	No Change		

Basis for Recommendation

At the request of the Department of Health & Human Services, Division of Public & Behavioral Health (DPBH) and in consultation with the Division of Human Resource Management (DHRM) it was determined that a review of the Mental Health Technician series be conducted. Mental Health Technicians supplement the work of mental health professionals, health specialists, and nursing staff including participation in the formulation and implementation of treatment plans for clients in a mental health facility. Employees work in environments such as psychiatric hospitals, treatment centers, psychological evaluation service units, sexual offender units, rural clinics, and related treatment areas where they may be exposed to verbal and physical assault by clients.

In consultation with subject matters experts from DPBH and analysts within DHRM it was determined that the Education and Experience section of the Minimum Qualifications for the Mental Health Technician I be amended to reflect that applicants can meet the minimum qualifications of the class by graduating from high school or equivalent education and one year of general work experience.

In addition, the Education and Experience sections of the Minimum Qualifications for the Mental Health Technician II, III, and IV were amended to account for the change to the Mental Health Technician I and to maintain consistency with verbiage, formatting, and structure.

These changes will allow for an increased and more diverse pool of applicants and increase recruitment efforts.

Throughout the review management and staff within DBPH and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support this recommendation.

Changes to the class specification are noted as follows: additions in blue and deletions in red.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Suite 101; in Las Vegas, go to 555 East Washington Avenue, Suite 1400. You may also view the recommendations and specifications online at https://hr.nv.gov/Sections/Classification/Proposed_Classification_Changes/ . For additional information call (775) 684-0137.

Objections to the proposed new classification must be received in writing by August 22, 2023. Objections should be addressed to Beverly Ghan, Deputy Administrator, Compensation, Classification and Recruitment

Section of the Division of Human Resource Management, 209 East Musser Street, Suite 101, Carson City, Nevada 89701-4204.

POSTING DATE: July 25, 2023



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>
MENTAL HEALTH TECHNICIAN IV	29	C	10.338
MENTAL HEALTH TECHNICIAN III	27	C	10.346
MENTAL HEALTH TECHNICIAN II	25	E	10.356
MENTAL HEALTH TECHNICIAN I	23	E	10.366

SERIES CONCEPT

Mental Health Technicians supplement the work of mental health professionals, health specialists, and nursing staff including participation in the formulation and implementation of treatment plans for clients in a mental health facility. Employees work in environments such as psychiatric hospitals, treatment centers, psychological evaluation service units, sexual offender units, rural clinics, and related treatment areas where they may be exposed to verbal and physical assault by clients.

Assist in observing client behavior on an ongoing basis to monitor the effectiveness of treatment plans; assist in documenting progress in client charts; and assist in reporting significant behavioral and/or medical problems to the interdisciplinary team leader, nurses, or other professional clinical staff.

Participate in interdisciplinary team meetings as assigned; discuss client behavior and provide input and recommendations on changes to the treatment plan in order to optimize client care.

Act as a role model for clients by demonstrating appropriate behavior and applying active listening techniques; establish therapeutic interpersonal relationships with assigned clients through one-on-one interactions in order to accomplish treatment plan goals.

Receive incoming crisis calls from the public and refer to appropriate professional staff.

Protect clients' rights by demonstrating appropriate professional and personal behavior; report observed violations of clients' rights and suspected or known instances of client abuse or neglect consistent with facility and division policies and procedures and federal and State statutes and guidelines; provide client, caregiver and/or family instruction regarding the clients' individual treatment structure to include ongoing assessment; facilitate and protect clients during community events.

Collect and maintain data to produce reports and maintain accurate records which may be used for billing purposes; complete special reports such as incident and accident reports; enter client data into the computer to include demographics, admission, unit, and discharge information; assemble and audit client charts within the requirements of the facility; and maintain confidentiality in compliance with established laws, regulations, and agency policy.

Assist in orienting and training staff to the facility and introduce appropriate policies and procedures.

Implement responses to safety and security issues according to established procedures.

Transport clients to and from scheduled appointments, school, and outings using State vehicles and public transportation; supervise clients on outings; accompany/transport clients to discharge locations.

Assist professional staff with re-integrating clients into the family and/or community; assist and monitor clients in job seeking skills to include interviewing techniques.

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SERIES CONCEPT (cont'd)

Facilitate or co-facilitate individual and group sessions under direct supervision of a mental health professional as assigned; proctor tests and programs required by the school district as assigned.

Assist clients and their families with accessing rehabilitative and support services such as applying for financial support, Medicaid, and vocational rehabilitation as assigned.

Provide basic living and vocational skills training as assigned.

Complete coursework and training as assigned.

Perform related duties as assigned.

In addition, the following duties apply to positions in 24-hour/7-day a week settings:

Assist in orienting new clients to the facility and answer questions as appropriate regarding daily activities, schedules and programs; and assist in ordering unit supplies and clothing for clients.

Perform basic health-related duties such as taking blood pressure and temperature, and measuring height and weight in order to support the nursing staff; ensure clients take prescribed medications; collect samples such as urine in the appropriate manner and send to the laboratory to test for illegal substances; and record information in client charts.

Instruct and oversee clients in developing daily living skills including bathing, brushing hair and teeth, dressing, making beds, doing laundry, and shopping in order to establish and/or maintain clients in a clean and safe environment following prescribed health standards; observe and report health and safety hazards to the unit supervisor.

Assist clients with basic budgeting and recordkeeping; maintain current inventory of personal items and clothing; secure valuable items in locked storage; return personal property to client upon discharge.

Supervise clients during meals to ensure appropriate behavior.

Perform basic housekeeping and environmental operational procedures such as cleaning the refrigerator, doing laundry and general building maintenance duties such as changing light bulbs and pest control.

Perform security and safety duties such as periodic monitoring and testing of locks, keys and windows; check doors and other means of entry or exit; admit, monitor and document names of visitors and service providers to the facility; conduct scheduled fire drills and emergency evacuations as assigned; conduct searches of clients suspected of having contraband by following agency policies and procedures; perform periodic room searches for contraband; count and verify client population at periodic times throughout the shift and take appropriate action to determine client whereabouts.

Implement verbal intervention for clients who are escalating and, as necessary, restrain or utilize appropriate behavioral and environmental controls for clients who are a threat to themselves or others and may be hostile, combative, aggressive or assaultive; follow facility procedures regarding techniques and duration of restriction; notify appropriate personnel of action taken and document as required; conduct suicide prevention watches by checking on clients at specified intervals.

Maintain current knowledge and ensure compliance with applicable federal and State health and safety laws and regulations, as well as policies concerning infection control and related issues; handle and dispose of bodily waste, cleaning agents and other potentially hazardous materials; ensure facilities are clean and sanitary and report building maintenance needs.

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CLASS CONCEPTS

Mental Health Technician IV: Under direction of professional staff, incumbents perform all or part of the duties described in the series concept and either:

- 1) Supervise subordinate Mental Health Technicians in the performance of their duties to include assigning and reviewing work, preparing and conducting performance evaluations, and recommending disciplinary action. Incumbents may or may not work in the immediate vicinity of the supervisor and assignments are consistent with unit and agency goals and objectives. Supervisory work is reviewed as the need arises and when unusual circumstances occur. Policy and procedures are available for reference; or
- 2) As a permanent member of a treatment team, provide input regarding all clients on the assigned unit, represent technicians regarding current treatment plan, disseminate information regarding client treatment plans to lower level staff, and ensure implementation of treatment team decisions related to technicians' responsibilities. Incumbents assist in writing agency policies and procedures and ensure proper implementation by lower level staff, and they represent lower level technicians on accreditation and operational committees. They also directly oversee staff on an assigned unit by assigning, reviewing, and monitoring work, contributing to performance evaluations, and recommending disciplinary action.

Mental Health Technician III: Under general supervision, incumbents perform the full range of duties described in the series concept at the journey level. Incumbents assist in training and overseeing the work of lower level technicians, and may be assigned to serve as a leadworker and oversee shift activities. In addition, they participate in interdisciplinary team meetings to discuss client behavior, report observations, and provide input regarding changes to the treatment plan.

Work is reviewed periodically, through observation, documentation, and as unusual circumstances occur. Policy and procedures are available for reference to resolve problems.

Mental Health Technician II: Under close supervision, incumbents continue to receive training and gain experience in performing duties described in the series concept. Work is reviewed and monitored on a regular basis until technical tasks have been mastered to ensure standards of care are met. Agency policy and procedures are available for training and reference.

This is the continuing trainee level in the series, and progression to the journey level may occur when minimum qualifications are met, the incumbent is performing satisfactorily, and with the recommendation of the appointing authority.

Mental Health Technician I: Under immediate supervision, incumbents receive training in performing duties described in the series concept. Work is closely reviewed and monitored, and extensive on the job training is provided to ensure standards of care are met. Agency policy and procedures are available for training.

This is the entry level in this series, and progression may occur when minimum qualifications are met, the incumbent is performing satisfactorily, and with the recommendation of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled drugs.

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MINIMUM QUALIFICATIONS (cont'd)

SPECIAL REQUIREMENTS (cont'd)

- * A valid driver's license is required at the time of appointment and as a condition of continuing employment.
- * Some positions require work on evenings, weekends, and/or holidays.
- * Some applicants must successfully complete a pre-employment physical and be free of active tuberculosis.

INFORMATIONAL NOTES:

- * CPR certification is required within six months of appointment and as a condition of continuing employment.
- * First aid certification is required within six months of appointment and as a condition of continuing employment.
- * In accordance with NAC 284.437, this series may be used to underfill Mental Health Professional positions when recruitment efforts for clinical positions in rural communities have been unsuccessful.

MENTAL HEALTH TECHNICIAN IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of experience, three of which were paraprofessional experience in a hospital, institutional, residential, clinic, or community setting providing care, treatment, training, and supervision for individuals with mental illness or emotional disturbances. In addition, applicants must have attained and maintained valid mental health certification pursuant to NRS 433.279; **OR** one year of experience as a Mental Health Technician III or Developmental Support Technician III in Nevada State service and valid mental health certification pursuant to NRS 433.279. (*See Special Requirements and Informational Notes*)

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

Detailed knowledge of: data collection procedures; reporting procedures; standards of care and treatment used for individuals with mental illness; safety procedures and health regulations related to client care. **Working knowledge of:** positive behavior supports and reinforcements; requirements of accreditation guidelines pertaining to client care. **General knowledge of:** basic supervisory practices and procedures such as assigning and reviewing work. **Ability to:** interpret and apply policies and procedures related to client care and treatment and facility operations; implement new policies and procedures; assist subordinate staff in implementing the agency's mission regarding client care; organize time, set priorities and meet deadlines; *and all knowledge, skills, and abilities required at the lower levels.*

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

Working knowledge of: coaching and mentoring techniques; supervisory techniques used in hiring, training, and supervising subordinate staff. **Ability to:** apply agency and division policies and procedures to specific situations and problems; assign, schedule, coordinate and organize the work of others; train and supervise assigned personnel; develop work performance standards and evaluate the performance of subordinate staff; actively problem-solve and intervene when client safety or progress could be affected; act as a role model for subordinate staff; compose and generate reports.

MENTAL HEALTH TECHNICIAN III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of experience, two of which were paraprofessional experience in a hospital, institutional, residential, clinic, or community setting providing care, treatment, training, and supervision for individuals with mental illness or emotional disturbances. In addition, applicants must have attained valid mental health certification pursuant to NRS 433.279; **OR** one year of experience as a Mental Health Technician II or Developmental Support

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MINIMUM QUALIFICATIONS (cont'd)

MENTAL HEALTH TECHNICIAN III (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

Technician II in Nevada State service and valid mental health certification pursuant to NRS 433.279. (*See Special Requirements and Informational Notes*)

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

Working knowledge of: purpose of treatment as applied to individuals with mental illness; agency data collection and reporting procedures; agency policies and procedures pertaining to care and treatment; behaviors associated with mental illness; safety procedures and health regulations related to client care; legal and reporting requirements related to denials of client rights, abuse, neglect and illegal behavior; psychotropic medications including desired effects and side effects. **General knowledge of:** human behavior and causes of human behavior; various instructional techniques; family dynamics; requirements of facility licensing and accreditation pertaining to client care and treatment. **Ability to:** maintain current knowledge of client progress; define client progress and document in observable and measurable terms; actively participate in meetings including treatment team and committee meetings as assigned; instruct clients in performing activities of daily living; interpret non-verbal behavior; follow emergency plans; orient new staff and clients to facility locations and programs; perform household chores; cook and prepare snacks; independently organize and facilitate individual and group activities; set limits or identify limits and consequences for clients; maintain a safe environment for clients, staff and the public; use medical, diagnostic and reference manuals under the direction of a professional; organize and prioritize own work; *and all knowledge, skills, and abilities required at the lower levels.*

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

Working knowledge of: agency policies and procedures related to client care and the unit/facility. **General knowledge of:** effects of mental illness on the treatment and symptoms of other medical and physical conditions; State laws applicable to mental illness. **Ability to:** recommend changes in treatment plans based on behavioral observations; assist professional staff in planning short- and long-term goals for clients; respond appropriately to psychological crisis situations and refer to professional staff.

MENTAL HEALTH TECHNICIAN II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience, one of which was paraprofessional experience in a hospital, institutional, residential, clinic, or community setting providing care, treatment, training, and supervision for individuals with mental illness or emotional disturbances. In addition, applicants must have completed coursework required while working toward certification in accordance with statute and regulation; **OR** one year of experience as a Mental Health Technician I or Developmental Support Technician I in Nevada State service, and completion of coursework required by statute and regulation. (*See Special Requirements and Informational Notes*)

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

Working knowledge of: assaultive behavior interventions to include self-defense and non-violent control of aggression; charting/documentation techniques, forms and procedures; universal precautions and infection control procedures; methods used to take vital signs and collect specimens; operation of general office equipment including computers. **General knowledge of:** laws, regulations, and policies related to client rights, care, abuse and neglect; behaviors associated with mental illness; basic first aid to include CPR; health and safety procedures and standards; basic medical and psychological terminology sufficient to understand professional staff's orders; psychotropic medications including desired effects and side effects. **Ability to:** implement aspects of treatment plans as directed by professional staff; make suggestions to the treatment team; differentiate between normal and unusual behavior of clients and report as required; read and follow written instructions, policies and procedures regarding client care; document observations, progress notes and other information in a clear, concise and understandable manner; control clients' aggressive and maladaptive

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MINIMUM QUALIFICATIONS (cont'd)

MENTAL HEALTH TECHNICIAN II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 behaviors in accordance with accepted agency practices and policies; seclude and properly restrain a client in accordance with established policies, procedures and guidelines; identify and report signs of abuse, neglect and criminal behavior as required; record information on charts, logs and forms; evaluate information and make logical decisions; escort and transport clients to various locations within and outside the facility; use universal precautions related to infection control; supervise clients in a variety of settings to ensure safety of clients, staff and public; take vital signs including pulse, blood pressure and temperature; perform CPR, first aid and other life saving techniques; establish and maintain cooperative working relationships with co-workers, supervisors, and representatives of other agencies and the public; *and all knowledge, skills, and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Mental Health Technician III.)

MENTAL HEALTH TECHNICIAN I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of **general work** experience; ~~[involving public contact which may have included providing care or guidance for children, elders or others; volunteer work in providing respite to caregivers; or leading youth groups;]~~ **OR** an equivalent combination of education and experience as described above. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
General knowledge of: ~~[personal hygiene applicable to client care;]~~ English grammar and punctuation sufficient to record information in client charts; basic arithmetic. **Ability to:** learn the typical signs and symptoms of mental illnesses; learn behavior modification and assaultive behavior intervention techniques; read, comprehend and implement agency policies and procedures specific to client care and treatment; learn to establish rapport and develop positive interpersonal relationships with clients; learn the difference between a personal and therapeutic relationship; accompany clients to individual and group therapy sessions and various activities; communicate orally in a clear, concise and effective manner; understand and follow oral and written directions; initiate and follow through on assignments using established protocols; demonstrate patience and flexibility in the workplace; work as part of a team; safely drive a motor vehicle using defensive driving techniques; operate general office equipment including computers which may include entering data and maintaining routine records.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Mental Health Technician 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 series.

	<u>10.338</u>	<u>10.346</u>	<u>10.356</u>	<u>10.366</u>
ESTABLISHED:	7/1/71	7/1/71	7/1/71	7/1/71
REVISED:		10/21/71	10/21/71	10/21/71
REVISED:	11/16/72	11/16/72	11/16/72	11/16/72
REVISED:	5/17/74			
REVISED:	2/26/76	2/26/76	2/26/76	2/26/76

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	<u>10.338</u>	<u>10.346</u>	<u>10.356</u>	<u>10.366</u>
REVISED:	8/8/77	8/8/77	8/8/77	8/8/77
REVISED:	9/10/82	9/10/82	9/10/82	9/10/82
REVISED:	12/19/85-12	12/19/85-12	12/19/85-12	12/19/85-12
REVISED:	7/1/89P	7/1/89P	7/1/89P	7/1/89P
	8/19/88PC	8/19/88PC	8/19/88PC	8/19/88PC
REVISED:	11/8/94UC	11/8/94UC	11/8/94UC	
REVISED:	10/13/95UC	10/13/95UC	10/13/95UC	
REVISED:	7/1/01P	7/1/01P	7/1/01P	7/1/01P
	10/4/00PC	10/4/00PC	10/4/00PC	10/4/00PC
REVISED:	9/24/07UC	9/24/07UC	9/24/07UC	9/24/07UC
REVISED:				XXXXUC