

**CLAIBORNE MEMORIAL MEDICAL CENTER
SOCIAL SERVICES
JOB DESCRIPTION**

Substance Use Disorder Counselor – CARES Intensive Outpatient Program (IOP)

STATEMENT OF PURPOSE:

To provide support for the mission and vision of the hospital through your actions, attitudes, and personal conduct as a team member of your department, an employee of the hospital, and a contributor to the health and wellbeing of the patients we service; to provide the duties outlined in this job description to the best of your abilities; and to strive for excellent service to your customers.

JOB SUMMARY:

The Substance Use Disorder Counselor will ensure that planning and providing of therapeutic interventions to patients of the CARES Intensive Outpatient Program (IOP) through group therapy, family therapy, and individual therapy sessions are completed as determined by diagnosis and goals in conjunction with the multidisciplinary team.

GENERAL DUTIES:

1. Support your manager and administration in the implementation of the hospital's mission, vision, and overall goals.
2. Actively participate as a member of your department by providing excellent customer service, identifying areas for improvement and implementing operational changes.
3. Assist your department in providing efficient and effective patient care by actively participating in the orientation process, your department meetings, available educational events, personal performance evaluations and focused counseling opportunities.
4. Promote high standards of performance by exhibiting compassion and professionalism at all times and by being responsible for your actions, attitude, and body language.
5. Communicate in a timely and effective manner using multiple communication mediums. This includes notes, e-mails, phone calls, one-on-one interaction, and participation in meetings.
6. Support performance improvement monitoring by collecting data, reporting incidents, identifying patient care problems and providing performance information to your manager.
7. Assist your manager in meeting departmental budget goals, identifying capital equipment needs, and developing new strategic goals for the department.
8. Follow all departmental and hospital policies. Request clarification and guidance if needed.
9. Keep track of equipment and supplies to make sure your department retains the tools needed to provide patient care and to assure departmental resources are used wisely.
10. Manage your time to assure you clock in and out as scheduled, complete your assignments within the scheduled timeframe, and minimize changes in the departmental work schedule.

SPECIFIC DUTIES:

1. Assessment and Admission
 - Is familiar with admission criteria, admission exclusion and continued stay criteria.
 - Serves as a resource person to other staff in the evaluation of potential patients. Available for assistance in making appropriate referrals when outpatient care is not recommended.

- Ensures Psychosocial Assessment of each newly admitted patient is completed within 72 working hours of the admission (excluding weekends and holidays). Documentation is thorough and complete in each medical record.
- Ensures family is contacted when appropriate within 24 working hours of the admission in order to educate the family to the treatment process, answer questions and begin plans for family therapy.

2. Treatment of Patients

- Demonstrates an understanding of milieu management creating an environment of acceptance and assertive self-expression. Assists in creating a unit-culture that supports the enhancement of the patients' self-esteem and furthers the patients' progress toward treatment goals.
- Display and promotes respect and dignity when interacting with patients, families, and community referral sources. Maintains appropriate boundaries and fosters an understanding of the difference between therapeutic relationships and friendships.
- Conduct patient orientation.
- Works with patients and families in developing the initial treatment plan.
- Revises the treatment plan to include input by all disciplines and members of the multidisciplinary treatment team; and insures a written treatment plan is present on each medical record and accurately describes the plan agreed upon by the treatment team, patient, and family. Ensures appropriate goals and interventions are present on each treatment plan.
- Performs patient and family teaching, keeping age, education, and socioeconomic conditions in consideration through identifying learning needs and assuring needs and responses to teaching effort are documented using approved charting format.
- Provides two group therapy sessions as part of the patient's treatment day. Documents sessions with an adequate representation of the goal of the therapy and the patient's response.
- Ensures individual counseling is provided when indicated or ordered by the physician with appropriate documentation.
- Ensures family therapy is provided when indicated or ordered by the physician with appropriate documentation.
- Document response to treatment in progress notes.
- Ensures there are appropriate discharge plans for each patient as part of the multidisciplinary treatment plan. Discharge plans are documented as part of the plan and completed tasks are documented, such as outside contacts related to discharge planning.
- Ensures compliance of completing all outside referrals for discharge arrangements including necessary referral paperwork. Ensures recipients of this information receive it in a timely manner.
- Ensures family sessions and/or individual sessions related to discharge planning during the patient's admission in program and/or discharges are completed. These sessions may or may not be done in conjunction with family therapy sessions.

3. Other Duties

- Abides by the policies, procedures, and bylaws of Claiborne Memorial Medical Center and assists in the establishment and maintenance of a good working relationship with hospital's medical personnel. Promotes understanding of the program's purpose and use through development and maintenance of relationships within the hospital and community.

- Assist in public relations for the unit by availability to meet with potential referral sources, collaborating on printed material for the unit and participating in community activities when requested. Demonstrates understanding of clinical services provided and is able to provide education to referral sources on specific topics related to mental health and addiction recovery.
- Actively participates in all department meetings and other hospital meetings as requested.
- Assist with orientation process for new staff.
- Assists with the general workflow of the unit milieu by answering telephone, assisting individual patients with specific requests and needs, assisting other staff to complete general patient care duties. Flexible to work load, emergencies, and needs of patients, families, and other staff in organizing own work time.

4. Assumes additional duties as assigned by the Program Director.

QUALIFICATIONS:

1. Must be a Licensed Mental Health Professional (LMHP) having a current, valid and unrestricted license in State of Louisiana, and must comply with current, applicable scope of practice and supervisory requirements identified by respective licensing board.
2. Satisfactory completion of criminal background checks.
3. Must not be excluded from participation in the Medicaid or Medicare Program, or have a finding on the Louisiana State Adverse Action List.
4. Yearly certification in Crisis Prevention Intervention.
5. Must maintain current Basic Life Support certification, including Cardiopulmonary Resuscitation certification.
6. Annual Employee Health requirements such as PPD/chest x-ray and Flu vaccine.
7. Completion of annual continuing education to include, but not limited to HEAT and Ethics.
8. Substance use disorder related experience preferred.
9. Must be able to use both hands in fine and gross manipulation of small tools, including but not limited to pen/pencil, copier, telephone, and fax. Communication is necessary to discuss and confer with staff and physicians on patient conditions.

PHYSICAL DEMANDS:

1. Walking and/or standing approximately 40 % of the day.
2. Sitting approximately 60 % of the day.
3. Must be able to lift up to 50 lbs. less than 10 % of the day.
4. Must be able to bend, stoop, kneel, twist, and reach over the head less than 10% of the day. Must be able to participate in the control and restraining of out-of-control patients.
5. Must have the ability to work a 40-hour week.

DISCLAIMER:

This is not an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks to be performed when circumstances change.

RESPONSIBILITY:

Reports to the CARES Program, which falls under the CNO.

DIRECT REPORTS:

None

ACCEPTANCE:

Signature

Date