

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Health Care Professional		C	4	1	Non-Exempt
POSITION TITLE:	Qualified Mental Health Associate-Crisis		POSITION#:		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised		Date:	05/13/2025		
SERVICE TYPE:		AFSCME			
Employee Name:		Department:	Health Department	Supervisor:	Behavioral Health Program Manager
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

Provide case management and skills training to clients diagnosed with serious and persistent mental illness. Services are offered in behavioral health offices and in the community. There may be some individual and group settings utilizing evidence-based clinical practice and skills and in compliance with program standards. Services are provided under the oversight of a Qualified Mental Health Professional. This position does provide specialty services and safety-net services such as mobile crisis, mobile crisis intervention services, etc., depending upon area of assignment. Percentage of time in each major functional area will vary depending on area of assignment.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Client services and Skill Training Essential Duties: <ul style="list-style-type: none"> Collect and compile information for assessing client functioning and goals. Provide specific training around activities of daily living (ADL) and instrumental activities of daily living (IADL) as prescribed on the treatment care plan or as directed by clinical staff. Coordinate care/services with the program treatment team, employers, job coaches/developers, advocates and others. Act as a liaison as needed with other community agencies. Provide case management to client relevant to needs. Demonstrate fundamental knowledge-based care to assigned clients in accordance with standards of practice and regulations. Assist individuals to obtain public benefits when necessary. Respond to crisis calls as part of a team, including a 2-person mobile crisis response team, and/or participate in a 24/7 2-person mobile response team. Operate County vehicles to transport clients. 	
2	MFA: Housing and/or Employment Services Essential Duties: <ul style="list-style-type: none"> Collect and compile information to assist clients to obtain housing. Provide training in the area of managing a household budget, positive negotiation with landlords, attending job and other interviews. Coordinate care/services with the program treatment team, employers, job coaches/developers, advocates and others. Advocate for individuals to obtain needed resources. Coordinate Benton housing program and referrals to supported housing resources. 	

3	MFA: Clinical Services Support and Documentation of Work Essential Duties: <ul style="list-style-type: none"> • Complete required documentation relative to service delivery that meets Health Services and State/Federal record keeping standards including progress notes, responding to requests from allied agencies and complete occasional miscellaneous paperwork from allied agencies, entitlement programs, etc. • Assist in service plan maintenance under the supervision of a QMHP. • Schedule routine appointments and manage schedule to assure ability to address emergent issues in a timely manner. • Pursue ongoing continuing education to stay current/up to date with best practice standards. • Will participate as a member to the care team to provide services to clients. Participate in team huddles and meetings to help facilitate client care and clinic efficiencies. • Coordinate and Triage with clinical staff collaboratively or as needed to maximize patient care. • Ensuring the safety of residents by monitoring them during activities and responding to any accidents or injuries immediately. 	
	Other duties as assigned.	
Percentages should total 100%		100%

Special Requirements:

Valid Driver's License required.
Spanish/English bi-lingual proficiencies preferred but not required.
Must be registered as a Qualified Mental Health Associate (QMHA) with Mental Health & Addiction Certification Board of Oregon (MHACBO) or be able to obtain certification within 6 months of hire.

Physical Requirements:

Physical Demands

While performing the duties of this job, the employee is regularly required to stand, walk, move, talk, hear, and manipulate equipment, as well as lifting and moving objects, equipment and supplies. The employee must occasionally lift and/or move up to 25 pounds. Lifting up to 40-50 pounds may occasionally be required, depending on the specific style or type of care provided. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Working Conditions:

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. May work evenings or weekends. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____