Mercy Behavioral Health Community Support Services
Job Description

**Position Title:** CSS Student Intern

**Location:** South 9th Street, Building #3

**Reporting Unit:** Community Support Services

**Reports to (by title):** Identified Master’s Level Staff

**Date of placement:** ________________

**Major Function Summary:**

The CSS Student Intern will provide scheduled and non-scheduled interventions to individuals receiving CTT, ECSC or IDDT services based on the individual’s treatment plan. As an educational placement, CSS student interns will also shadow members of the treatment team as part of an orientation protocol. This shadowing will teach practical clinical skills such as: assessment, symptom identification, engagement and rapport building. The CSS student intern will also enhance services that are offered to persons served and will not be utilized as a replacement for unit staff.

Students will participate in treatment team meetings, including collaboration with psychiatrist and other agency staff. Student Interns will maintains clinical records (daily progress notes) according to agency policies and procedures.

The CSS Student Intern will also have the opportunity to observe and/or co-facilitate group services with another CSS staff member.

The CSS Student Intern must have access to a vehicle.

**Direct Care Duties and Responsibilities**

- Engage individuals receiving services to establish and enhance rapport.
- Provide social support to individuals receiving services - this can include 1:1 visits in the person’s home, community or small and large group outings.
- Model appropriate social skills with persons served in 1:1, community and social settings.
- Provide medication delivery and observe adherence with persons served.
- Facilitate small community groups or co-facilitate groups on CSS grounds
- Provide mobility training for person’s served
- Model, support and engage persons served in health and wellness goals, such as: healthy meal preparation and planning, exercising for wellness/weight loss, providing smoking cessation resources, etc.
- Link person’s served with community resources, such as: banking, shopping, food banks, medical providers, etc.
- Assess the strengths and needs of persons served
- Exercise clinical judgment in initiating services for persons served.
- Educate persons served and families regarding MH/IDDT issues and medications.
- Ensure that persons served and family questions and concerns are addressed (either directly or refer to appropriate party)
- All students are expected to follow all departmental and organizational policies and procedures, including (but not limited to: standards of professional conduct, etc.)
Responsibilities that are not expected of student interns include (but are not limited to):

- Independently attending treatment team meetings or court hearings
- Transporting persons served in personal vehicles
- Provide interventions to individuals that are identified as experiencing increased symptoms
- Provide interventions to individuals that do not give consent.

Collaboration with others:

- Attend and participate in interagency and intra-agency case reviews.
- Link/communicate with external providers as indicated (for example: face to face contact with residential staff during each visit to a residential site.)

Record keeping/Documentation:

- Follow all established documentation policies and procedures.
- Complete documentation as required, specifically individual and group progress notes, within 2 business days of the service being delivered.
- Complete time sheets (hour verification) in an accurate and timely manner.

Communication:

- Consult with direct supervisor and shift manager as needed.
- Participate in the morning communication meeting, including reporting on previous contacts.
- Return telephone calls within that business day when appropriate, otherwise within 24 hours, and respond as appropriate to e-mail and written communications.
- Exchange information with involved parties as required.

Stewardship:

- Arrive promptly for start of scheduled shift.
- Follow appropriate call-off procedure if there is a need to miss a shift.
- Attend trainings as required.

Licensure/Certification Required:
Pennsylvania Driver’s License

Minimum Education and Experience Required:
Bachelor’s degree in Human Services, experience preferred but not mandatory.

Work Schedule:
Work schedule will vary based on student availability, however hours should be consistent from week to week and range from 10-24 hours per week (1-3 days). All hours will be done during regular business hours unless otherwise approved by the direct supervisor.
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<thead>
<tr>
<th>Vision Essential</th>
<th>YES</th>
<th>Vision non-essential</th>
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<th>If vision is essential requirement of position please continue.</th>
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<tr>
<td><strong>Clerical Administrative:</strong> Work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, operation of appliances and use of measurement devices.</td>
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<td><strong>Motor Vehicle Operations:</strong> Operate cars, trucks, forklifts, and high lift equipment.</td>
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<td><strong>Other:</strong> Based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.</td>
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**Environmental Conditions**

1. Work is performed:  
   - 70% Inside  
   - 30% Outside

2. Worker is exposed to:  
   -  Cold  
   - Heat  
   - Wetness/Dampness
   - Dust  
   - Odors  
   - Fumes
   - Mist  
   - Gases  
   - Inadequate Ventilation
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I HAVE RECEIVED A COPY OF MY JOB DESCRIPTION? __________

Employee Signature: ___________________________________________ Date: ____________________

Supervisor/Witness Signature: ___________________________________________ Date: ____________________

The listed job duties and responsibilities are essential job functions and are subject to reasonable accommodation. All job requirements posted indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. The job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform any job related instructions as requested by their supervisor, subject to reasonable accommodation.
Mercy CSS Internship House Rules

- Professional Conduct:
  - Be on time for meetings and appointments
  - Wear proper dress: business casual, jeans are appropriate
  - Proper communication with staff and consumers
  - Personal cell phones should be on vibrate or silent during meetings
  - As a student, you are an agent of PMHS during your time with us. It is always important to consider any ethical implications of decisions that you made. There are supports available to consult with regarding ethical decisions.
  - All consumers information, written and verbal, will remain confidential
  - Breaking confidentiality is a violation of HIPPA, federal, and state laws
  - If we do not have a release of information to talk to an individual and/or agency, we cannot provide any information to them. However, we can listen to any reports/information that may be shared with us.

- Usage of vehicles:
  - If seeing consumers in the community, you will be asked to drive your own vehicle.
  - You will not be asked to transport consumers in your own vehicle. You will not be reimbursed for mileage.
  - There is free parking available for all student interns outside of the Mercy lots on S 9th Street and behind the crisis center.

- Tobacco policy:
  - As of February 1st, 2015 the use of tobacco is not permitted on any PMHS sites and not permitted to be used by any PMHS staff during their shift.
  - Do not purchase tobacco products for consumers

- Billing practices:
  - We bill for services provided for our consumers (face to face sessions, travel, contact attempts)
  - Only bill for services you provide (Billing for services that you do not provide is considered Fraud)
  - If you take a lunch break by yourself (not with a consumer), do not bill for any services during that time
Notes are expected to be completed within 2 business days of the service provided.

- Safety:
  - You will be asked to have a personal cell phone. This is to ensure that you can always be in touch with your site supervisor, shift supervisor and/or the team.
  - If a consumer makes a request outside of the scheduled intervention, call your supervisor or a team member.
  - Before beginning your shift, talk to your supervisor or a team member with any questions you have about individuals you are scheduled to meet with, follow up questions, etc.
  - You will never be scheduled to provide an intervention to a person that is decompensating/experiencing an increase in symptoms.

If you have any questions or concerns at any time, please ask your direct supervisor or team members.