

GATEWAY COMMUNITY SERVICES, INC.

POSITION: Healthy, Safe, and Sober (HSS) Counselor

REPORTS TO: Program Manager– Healthy, Safe and Sober (HSS)

POSITION OBJECTIVES

The Healthy, Safe, and Sober (HSS) program works with adult men and transgender folks who are racial and/or ethnic minorities who have sex with men (MSM). The HSS counselor must demonstrate competencies in the following areas to best serve our population: BIPOC LGBTQIA+, co-occurring substance use and mental health disorders, and medication-assisted treatment. Provides both direct and indirect services to patients as an essential part of a multidisciplinary treatment team.

Works in a variety of settings, often outside of a normal work schedule and outside of the office providing behavioral health treatment services including outreach, engagement, intervention, assessment, treatment planning, counseling, discharge planning, and aftercare services. Services provided will address addiction and mental health disorders and trauma. In addition, may be required to provide case management, outreach, HIV pre- and post-test counseling, and HIV/HCV/other STI risk-reduction services. May also be required to offer and/or provide rapid HIV testing. Counselors provide transportation services to patients when appropriate and as needed.

ESSENTIAL FUNCTIONS * *Effectively engage the target population for continued services for a minimum of six months.*

1. Ensure quality internal and external customer care and service.
2. Complete GAIN assessments for all eligible patients within the timeframes and other parameters established by organizational policy, grant stipulations, state regulations, international accreditation standards, and federal regulations.
3. Effectively link patients to appropriate services and make treatment recommendations.
4. Assist program participants in utilizing needed services and advocacy.
5. Provide orientation, treatment planning, individual and group therapy, case management, and discharge planning services according to organizational policy, grant stipulations, state regulations, international accreditation standards, and federal regulations.
6. Implement person- and family-centered and self-directed approaches to treatment and recovery.
7. Provide a continuum of care from pre-treatment, through treatment to post-discharge to include aftercare services in a variety of settings in and outside of the office.
8. Work a non-traditional work schedule, including evening services.
9. Effectively track patients from admission through completion of their six-month follow-up and beyond.
10. Must be culturally competent and responsive to personal belief systems of the target population.
11. Implement evidence-based practices to model fidelity in all clinical services.
12. Ensure that all clinical documents and administrative forms are complete in the electronic health record and are submitted within timeframes.
13. Collect data and submit in according to require timeframes in order to meet all grant requirements and to achieve all grant outcomes.
14. Maintain regular and effective communication and networking with referral sources, team members, partner agencies and community resources via in-person, phone, email, and other methods.
15. Meet or exceed monthly productivity goals as set by the organization.
16. Participate in monthly clinical peer reviews.
17. Participate in clinical case consultation and medical staffing regarding patients' progress in treatment and appropriate clinical interventions for each individual.
18. Participate in case conferences and staff meetings as scheduled and/or requested.
19. Participates in medical case staffing at least twice monthly.
20. Demonstrate flexibility as a team member and promote a positive working environment.
21. Perform special projects and other organization-related assignments as requested.
22. Act as a liaison between patients, medical staff, case management and other staff members.
23. Conduct routine urinalysis, patient room and property searches as needed and required.
24. Attend training sessions in order to increase knowledge and skills as needed, directed and required.
25. Coordinate activities and services as needed and required with courts, probation officers, community services and other agencies.
26. Answer phones in a friendly, professional manner and respond to patient requests in a professional and courteous manner.
27. Provide customers with product and service information.
28. Effectively identify, research and resolve customer issues.
29. Follow up on customer inquiries not immediately resolved.
30. Provide Qualified Professional reviews of documents including assessments, treatment plans, and treatment plan reviews as requested and when appropriate based on individual credentials (CAP, LMHC, LCSW, or LMFT).
31. When requested, complete suicide/homicide risk assessments and the Baker Act process as appropriate based on individual credentials (LMHC, LCSW, or LMFT).

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32. Provide Brief Behavioral Health Status Examinations for Medicaid patients as requested and when appropriate based on individual credentials.
33. Recommend process improvements.
34. Other duties as assigned.

PERFORMANCE STANDARDS * *Must pass required background investigation.*

1. Must be willing to travel between multiple provider sites and maintain safe driving and insurance and be able to pass organization driving test and be insured under organization policy in order to drive Gateway vehicles.
2. Must provide excellent customer service to patients, family members, organization staff, and all other stakeholders.
3. Must complete all required training within the required timeframes.
4. Must abide by organization's Code of Ethics, organization standards, policy and procedures manuals, and standard operating procedures.
5. Must practice universal precautions as part of regular job duties whenever applicable.
6. Must possess competencies required to effectively understand and treat population served, including working with patients who have co-occurring substance use and mental health disorders and those receiving medication-assisted treatment.
7. Must complete a minimum of 20 hours of job-related training annually.
8. Must be able to perform assigned work independently with minimal supervision.
9. No more than 3% error rate in EHR striving for 0% error rate.
10. Timely and regularly complete all required documentation, reports, and other organization-related paperwork.
11. Ability to function as an effective team member.
12. Maintain the work area in a clean and orderly condition.
13. Ensure safe operating conditions within the area of responsibility.
14. Must not engage in behaviors that erode the cohesiveness of other organizational and/or program personnel.
15. Strict adherence to the Incident (Unusual Event) Reporting, timekeeping, and work attendance requirements.

QUALIFICATIONS	
FORMAL EDUCATION/EXPERIENCE	<ul style="list-style-type: none"> • Masters degree in related field with at least two years' of experience in the treatment of behavioral health disorders • CAP Preferred • License-eligible preferred • HIV/AIDS 500/501 Certification from the Florida Department of Health • GAIN (Global Appraisal of Individual Need) Certification (within 1st year) • Clearview Complete Rapid HIV Testing Certification (within 1st year) • Orasure HCV Rapid Testing Certification (within 1st year) • Valid Florida Drivers License with a good/safe driving record

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SKILLS	<ul style="list-style-type: none"> • Ability to engage in critical thinking. • Ability to formulate professional clinical reports. • Strong time management skills. • Ability to help with problem areas without being overly critical. • Ability to function comfortably in a fast-paced, performance-based environment. • Able to search for and enter information on a computer in an accurate and timely manner. • Performs data entry and uses software programs. • Maintains solid customer relationships by handling all questions and concerns with speed and professionalism. • Ability to provide a high level of personalized customer service. • Ability to recognize and respond to emergencies and life threatening situations in an appropriate manner. • Strong customer service and organizational skills. • Ability to effectively relate to adults, families, the target population, referral sources and internal Gateway team members. Must possess requisite competencies to effectively understand and provide appropriate services to the patient population served. • Strong clinical skills in all areas, including group and individual counseling. • Ability to listen to and understand information and ideas presented through spoken words and sentences. • Ability to communicate information and ideas in speaking so others will understand. • Ability to communicate with people outside the organization, adequately and appropriately representing the organization to customers, the public and other external sources. This information can be exchanged in person, in writing, by telephone or via other electronic means such as email. • Ability to apply principles of cultural competency to practice.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of the recovery process, and mutual support programs, 12-Step programs, and adult behavior and family systems • Effective screening and assessment skills • Knowledge of referral sources • Knowledge of intervention methodology • Working knowledge of Microsoft Windows & Microsoft Office software • Knowledge of the principles, methods, and procedures for the diagnosis, treatment and rehabilitation of functional limitations, physical impairments and mental disorders • Functional knowledge of HIV/AIDS services organization (ASO) • Functional knowledge of the treatment of patients experiencing co-occurring substance abuse/dependency and mental health disorders • Functional knowledge of the assessment and treatment of trauma • Functional knowledge of patient population such as: adult men and transgender folks who are racial and/or ethnic minorities who have sex with men (MSM). Competencies with BIPOC LGBTQIA+

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CERTIFICATION/LICENSURE

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| <ul style="list-style-type: none">• Current Florida LMHC, LCSW, or LMFT in progress required• Current Florida LMHC, LCSW, or LMFT preferred• Current CAP preferred• Valid State of Florida Driver's License with a safe driving record• Florida Dept. of Health (FDOH) 500/504 HIV/AIDS Certification (within 1st year)• Produce copy(s) of transcript(s)• Produce copy(s) of diploma(s)• Produce copy(s) of certification(s)/licensure(s) |
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WORKING ENVIRONMENT

- May be required to travel to multiple sites.
 - Exposure to clients who may be under the influence or withdrawing from mind/mood altering chemicals.
 - Shift work at times.
 - Possible exposure and or contact with blood, body fluids and airborne pathogens.
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