

HopeWay Job Description: Behavioral Health Technician

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| Position: | Behavioral Health Technician | | |
| Department: | Nursing Services | | |
| Time/Status: | <input checked="" type="checkbox"/> | Regular, Full-time, Non-Exempt | |
| | <input type="checkbox"/> | Regular, Part-time, Non-Exempt | |
| | <input checked="" type="checkbox"/> | Regular, PRN, Non-Exempt | |
| Schedule (to be discussed at the time of the interview): | <input type="checkbox"/> | Rotating twelve (12) hour shifts including weekends and holidays | <input type="checkbox"/> Set twelve (12) hour shifts including holidays |
| | <input type="checkbox"/> | Rotating ten (10) hour shifts including holidays | <input type="checkbox"/> Set ten (10) hour shifts including holidays |
| | <input type="checkbox"/> | As available four (4) to twelve (12) hour shifts including one (1) holiday <i>(Minimum availability required is 12 hours per pay period)</i> | <input type="checkbox"/> Other: |
| Benefits: | <input checked="" type="checkbox"/> | Medical, Dental, Vision (excluding PRN positions) | <input checked="" type="checkbox"/> PTO (excluding PRN positions) |
| | <input type="checkbox"/> | 401K | <input type="checkbox"/> None |
| Reports To: | Director of Nursing | | |
| Work Location: | | | |
| Primary: | Residential Unit | | |
| Secondary: | Wellness Clinic | | |

Scope of Practice: The Behavioral Health Technician functions under the supervision of the Director of Nursing, Nurse Supervisor, or Charge Nurse on the Residential Unit or in the Wellness Clinic at HopeWay.

Summary: The Behavioral Health Technician is responsible for assisting the Registered Nurse and/or Licensed Practical Nurse in meeting the needs of clients who experience psychiatric and/or substance use disorders.

- Primary Responsibilities:**
- Provides direct services including 1:1 support to clients involved in HopeWay programs.
 - Maintains and monitors client safety.
 - Works closely with others on the multidisciplinary treatment team to assure a cohesive approach to care.

- Performance Requirements:**
- Participates in and maintains a safe and therapeutic milieu for all HopeWay Foundation programs.
 - Monitors the client at indicated time intervals, based on the client's prescribed observation level, to ensure a safe and restorative environment
 - Utilizes observation logs to document observation monitoring in the client's medical record
 - Implements best safety practices by adhering to client observation level, infection control, and search and seizure policies and procedures.
 - Observes, reports, and documents signs and symptoms or changes in patient behavior and/or mental state to other members of the treatment team including nursing, the client's primary therapist, and the client's attending physician
 - Measures and obtains client vital signs under direct supervision of licensed nursing staff
 - Establishes therapeutic rapport with clients. Responds to patients with empathy and active listening.
 - Uses professional and respectful therapeutic communication to help clients effectively and safely manage difficult emotions and practice effective behavioral coping skills

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- Recognizes and anticipates behavioral disruptiveness and reports promptly to supervising licensed nursing staff and/or provider.
- Intervenes quickly and appropriately utilizing effective verbal de-escalation skills and follows proper procedures in the event of behavioral emergencies
- Recognizes and immediately reports medical emergencies and takes immediate action to follow CPR emergency management procedures under supervision of nursing staff.
- Actively participates in multidisciplinary treatment team meetings to share observations regarding client's response to treatment, observed impediments to treatment, and any safety concerns
- Monitors and ensures that clients follow HopeWay Foundation program guidelines.
- Oversees group therapy schedule and residential unit schedule as well as logistics related to individual client treatment schedules and appointments in collaboration with multidisciplinary team.
- Participates and assists in facilitation and co-facilitation of social, psychoeducational, and recreational group therapy under the supervision of qualified licensed personnel
- Supports clients with activities of daily living and therapeutic assignments
- Conducts inventory of client's belongings and adheres to proper policy and procedures regarding contraband and personal and room searches
- Transports clients to off-campus activities
- Monitors and facilitates off-campus therapeutic outings, AA/NA meetings, and events
- Completes all documentation promptly, accurately and in compliance with policies and procedures.

General Competencies:

- Works with the highest degree of integrity
- Displays a strong work ethic
- Demonstrates a high degree of flexibility
- Deals well with ambiguity
- Is a strong collaborator
- Can operate telephones, computers, and general office equipment
- Ability to solve problems and utilize excellent critical thinking skills
- Ability to respond immediately in crises, collaborating with multidisciplinary team
- Deliberate and professional communication skills

Core Competencies:

- Working knowledge of the principles and practices used in the care, treatment, and rehabilitation of psychiatric illnesses
- Demonstrates knowledge of the principles and practices used in the care and treatment as appropriate to ages, culture, developmental stages, and special needs of the patient population served.
- Basic computer programs, MS Office, and electronic health records.

Special Competencies:

- Works with professionalism and respect with all clients, families, colleagues, supervisors, and visitors of HopeWay
- Exhibits excellent customer service toward internal/external clients, visitors, contractors, licensed healthcare providers, and coworkers by demonstrating skills which are consistent with the organization's philosophy regarding extraordinary customer relations and quality of service.
- Is caring and compassionate
- Works well with individuals who experience significant, and at times, prolonged serious psychiatric illness.
- Can understand and operate from a perspective that takes a holistic view of the care of the clients.
- Can use professional judgment to ascertain and to apply appropriate intervention techniques with clients in crisis.
- Willingness and competence in transporting and monitoring clients during offsite therapeutic outings and events.

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- Complies with infection control and standard precautions.
- Physical Requirements:**
- Works in a variety of facility spaces including residential areas, therapy rooms, a gymnasium, and outdoor settings
 - Ability to sit, use manual dexterity, clearly communicate, hear continually, and smell continually
 - Ability to stand, walk, bend, push/pull and reach frequently
 - Ability to climb or balance, stoop, kneel, and/or crouch occasionally
 - Ability to frequently lift and carry up to 10 lbs. and occasionally lift and carry up to 25 lbs. in handling patients, medical equipment and supplies.
 - Close vision required to see computer monitor, read documents, and operate copy and fax machine.
 - Distance vision required to drive an automobile.
 - Work environment is indoors and climate controlled; occasionally exposed to outdoor weather conditions.
 - Ability to tolerate moderate noise levels, as found in a business office with computer printers; household televisions and dishwashers; and driving in light traffic.
 - Ability to use critical thinking and concentration.
- Education/Experience:**
- Bachelor's degree in a human services related field preferred
 - Minimum of two years of experience working in a behavioral health/psychiatric care setting preferred.
- Licensure & Certification:**
- Current American Heart Association or American Red Cross Basic Life Support (BLS) certification or ability to obtain certification before start date.
 - Current American Heart Association or American Red Cross First Aid certification or ability to obtain certification before start date.
 - Current verbal de-escalation training/certification or ability to obtain certification before start date.
 - Valid North Carolina or South Carolina driver's license.
- Additional Requirements:**
- Current physical exam
 - Current PPD/TB screening and other immunizations as required
 - If in recovery, a minimum of two years clean and sober
 - Other duties as assigned and required.
- Protected Health Information:**
- Complies with HIPPA and CFR 42 Part 2 rules and regulations
 - Utilizes the Minimum Necessary Standard when (1) accessing protected health information (PHI) in the performance of job duties; and/or (2) disclosing PHI for treatment, payment, and/or operations purposes
 - Verbal, written and electronic PHI access has been determined based on position level and responsibility within HopeWay
 - Electronic PHI access has been determined as described above and is controlled via unique user login and password.

The above statements are intended to describe the general nature and level of work being performed by staff assigned this job classification. They are not to be construed as an all-inclusive list of all duties, skills, and responsibilities of staff so assigned.

HopeWay Foundation is an Equal Opportunity Employer