



## Career Service Authority

### Therapist – Masters Level

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#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs professionally supervised therapeutic work including assessment, counseling, evaluation, referral, and placement which requires a significant understanding and application of professional principles and departmental standards.

#### **DISTINGUISHING CHARACTERISTICS**

This class performs professionally supervised therapeutic work including assessment, counseling, evaluation, referral, and placement. This class is distinguished from a Licensed Therapist – Master's Level that provides intensive professional therapeutic work including assessment, counseling, evaluation, referral, and placement. The Therapist – Master's Level is distinguished from the Staff Social Case Worker that performs entry level professional social case work while receiving training in the principles, practices, procedures, and applications of case work methods and techniques and develops the knowledge and skills to perform case management.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

No supervisory responsibilities.

**ESSENTIAL DUTIES**

Evaluates clients for placement and other services by conducting comprehensive assessments including functional behavioral assessment, mental health assessment, family system assessment, and other screening tools, recommends clients to other service providers for other types of assessments, and summarizes assessment results/information for staff and other involved professionals.

Recommends appropriate mental and/or emotional diagnoses to clients in the program, develops and implements a coordinated treatment plan with client, her/his support system, and other professionals to meet behavioral, medical, and/or psychological needs, and facilitates and organizes client staffings to develop treatment recommendations as well as recommendations on appropriate permanency goals and aftercare placement.

Provides, under supervision, on-going treatment, therapy, and crisis intervention to clients/families and recommends and refers clients/families to appropriate community based organizations for placement and other services.

Presents case/client information to staff using the “systems” model and assessment information and provides direction to staff regarding a client's treatment needs.

Provides consultation to staff related to their interaction patterns with clients and family members and trains staff on mental health related issues.

Provides critical incident debriefing to clients and/or staff after significant incidents and recommends intervention strategies.

Meets with a psychiatrist for clinical supervision of cases and works in conjunction with the medical team to provide input for medication evaluations and to ensure follow up regarding psychotropic medications.

Testifies in court as needed by providing expert testimony and preparing reports.

Prepares written reports on clients documenting contacts, interviews, and observations and follows billing and Medicaid procedures.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Reading** - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Writing** - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

**Self-Management** - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** - Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Problem Solving** - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Planning and Evaluating** - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Diversity** - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** - Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Flexibility** - Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

**Conflict Management** - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Teaching Others** - Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

**Stress Tolerance** - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Attention of Detail** - Is thorough when performing work and conscientious about attending to detail.

**Memory** - Recalls information that has been presented previously.

**Learning** - Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

**Information Management** - Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of the theories and practices of counseling sufficient to perform the duties related to the work assignment.

Knowledge of crisis intervention theory sufficient to be able to perform the duties related to the work assignment.

Skill in applying theories, precedents, and techniques of therapeutic treatments.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

### ***Working Environment:***

Contacts with client under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

### ***Education Requirement:***

Master's Degree in Social Work, Marriage and Family Counseling, Guidance and Counseling, or a closely related field.

***Experience Requirement:***

None

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 07/16/2006

***REVISED DATE:***

***ESTABLISHED BY:*** Patricia Anderson

***CLASS HISTORY*** This is a new class created for the Denver Department of Human Services, Family Crisis Center.