

National Deaf Academy

Job Description ~ Performance Evaluation ~ Competency Checklist

Name: _____ Hire Date: _____

Department: _____ Evaluation Date: _____

_____ 90 Days _____ Annual _____ Merit _____ Promotion _____ Other

Position: Therapist
Department: Clinical Services
FLSA Class: Exempt
Supervised By: Clinical Director
Supervises: N/A

Minimum Qualifications

1. Education: Must have a master's degree from an accredited college or university in social work, counseling or other related fields.
2. Experience: Must have at least one (1) year direct clinical experience specific to family, individual and group therapy with children and/or adolescents. For specialized issues or treatment modalities, training must be specific to these; abuse reactive, sexual offending, substance abuse, sexual trauma, vocational, play therapy, art therapy, relaxation therapy or behavioral therapy. Must have knowledge of human development over the life span.
3. Privileges:
4. License/Certification: Must have current license from the State of Florida (or license eligible from the state of Florida), such as LCSW, LCSWI, LMFT, LMFTI, LMHC OR LMHCI
5. Skills:
 1. Must have good verbal and written communication skills in order to document assessments, treatment planning and interventions into a meaningful document. Must be proficient in American Sign Language or demonstrate a willingness to learn. Must be able to communicate with members of the interdisciplinary treatment team, managed care representatives, children, adolescents, adults and resident families in a clear and concise manner.
 2. Must have knowledge of individual, group and family therapy dynamics and techniques as related to cultural, social, economic, communication and role expectations within family systems.
 3. Must have knowledge of clinical skills to assess treatment dynamics accurately and develop effective treatment strategies within the overall treatment plan.
 4. Employees assigned to children and adolescents must have the ability to obtain and interpret information in terms of child and adolescent needs, knowledge of growth and developmental stages and must possess an understanding of the range of treatment needed by this age group.
 5. Must have leadership abilities.
 6. Must be flexible.
 7. Must have a driving record that meets National Deaf Academy policy.
6. Physical Requirements: Minimal. May require response to crisis intervention.
7. Other: Performs other duties as may be assigned by the Chief Executive Officer, Medical Director or Clinical Director.

Position Summary

Therapists are responsible for conducting therapeutic services for residents of National Deaf Academy. They provide counseling sessions for families, individuals and groups. Therapists are responsible for interviewing and developing the psychological history, assessing the therapeutic needs of the individual and family, developing appropriate treatment objectives, monthly treatment summaries and weekly clinical note completion. Therapists act as the residents' and families' primary contact during the resident's stay within the program as well as their advocate with the treatment team. Therapists are also liaisons with outside agencies and individuals for the purpose of developing and coordinating discharge planning with the treatment team and family

Therapists provide individual therapy at a minimum of one (1) session per week, family therapy at a minimum of one (1) session per 28-day period, group therapy at a minimum of five (5) times per week. Specialized therapy groups meet one (1) time per week.

Evaluation

Performance Rating Definitions

- | | | |
|------|-------------------|--|
| 0 ~ | Unsatisfactory | Achieves results which are far less than the standards identified for the performance factors rated. If an employee is rated at this level, consideration will be given to placing them on probation, not to exceed six (6) months. During probation counseling, development and continued evaluation will take place to encourage a higher level of performance. If after probation, there is no improvement, the employee may be considered unsatisfactory for continued employment. |
| 1 ~ | Needs Improvement | Achieves results, which are less than the standards identified for the performance factors rated. Exhibits the potential to become a competent performer. May be new to job or need skill development. |
| 2. ~ | Meets Standards | Achieves results, which meet the standards identified for the performance factors rated. This rating is the expected level of performance. |
| 3 ~ | Exceeds Standards | Achieves results, which usually exceed the standards identified for the performance factors rated. |
| 4 ~ | Outstanding | Achieves results, which far exceed the standard identified for the performance factors rated. |

Method Used to Determine Competence

- D Demonstrated
- O Observed
- T Tested
- R Record Reviewed

Responsibility I ~ Clinical Services

Score Method

- | | | |
|-------|-------|---|
| _____ | _____ | 1. Conducts individual psychotherapy sessions for resident's individual caseload at least one (1) time per week as part of the therapeutic process. |
| _____ | _____ | 2. Conducts general psychotherapy sessions for residents in-group caseload at least five (5) times per week. Demonstrates a high level of clinical skill in assessing the clinical needs of the resident, determining appropriate group interventions and in conducting the group in accordance with these needs. |
| _____ | _____ | 3. Conducts specialized groups as assigned based on education, training and experience. |
| _____ | _____ | 4. Coordinates a therapeutic pass with input from the treatment team, therapeutic appropriateness assigns objectives and assesses the home visit. |
| _____ | _____ | 5. Coordinates with the treatment team, family and residents in family caseload and implements discharge planning. |
| _____ | _____ | 6. Maintains a full caseload assigned based on the census. |
| _____ | _____ | 7. Maintains ongoing communications with members of the treatment team. |
| _____ | _____ | 8. Provides consultations with other treatment team members as required. |
| _____ | _____ | 9. Attends weekly treatment team meetings. |
| _____ | _____ | 10. Responsible for keeping the family, parent or guardian, informed of treatment goals and plans, as well as residents' progress. |
| _____ | _____ | 11. Offers therapeutic assistance within the milieu as appropriate. |
| | | Therapeutic Boundaries Competency |
| _____ | _____ | 12. Interacts therapeutically with residents and families. |
| _____ | _____ | 13. Maintains objectivity and does not discuss personal affairs with residents. |
| _____ | _____ | 14. Demonstrates awareness of limitations, utilizes independent judgment. Aware of when to seek assistance from other disciplines. |
| _____ | _____ | 15. Exhibits continuous therapeutic communication with residents and families. |
| _____ | _____ | 16. Reacts therapeutically in crisis situations. |
| _____ | _____ | 17. Consistently demonstrates an alert, sensitive and supportive attitude with residents, families, employees and management. |

- ___ ___ 18. Therapeutic Boundaries Competency Test
- ___ ___ **Risk Management Competency**
- ___ ___ 19. Recognizes child abuse by having an understanding of the physical and emotional warning signs.
- ___ ___ 20. Reports any and all suspected abuse to the Risk Manager and proper authorities.
- ___ ___ 21. Knows the procedures for reporting incidents.
- ___ ___ 22.
- ___ ___ 23.
- ___ ___ 24.
- ___ ___ **Infection Control Competency**
- ___ ___ 25. Follows the infection control policies and procedures.
- ___ ___ 26. Infection Control Competency Test

Responsibility II ~ Knowledge and Understanding of Program Content

- ___ ___ **Program Content Competency**
- ___ ___ 1. Knows and can explain rules and regulations. Knows and can explain contents of patient handbook.
- ___ ___ 2. Knows and can explain patient's rights.
- ___ ___ 3. Acts as resident's advocate ensuring that the resident's rights as well as the confidentiality is maintained.
- ___ ___ 3.
- ___ ___ **Knowledge of Psychiatric Diagnoses Competency**
- ___ ___ 4. Has understanding of Common Psychiatric Diagnoses. Can recognize behaviors associated with and uses proper intervention techniques for Common Psychiatric Diagnoses.
- ___ ___ 5. Common Psychiatric Diagnoses Competency Test
- ___ ___ **Fire Safety/Environment of Care Competency**
- ___ ___ 6. Complies with the facility fire and safety procedures as outlined in the fire and safety manual. Assumes assigned role in fire drills, evacuation procedures and internal/external disaster plan.
- ___ ___ 7. Fire Safety Competency Test

Responsibility III ~ Knowledge and Understanding of the Behavioral Management Program

- ___ ___ **Behavior Management Program Competency**
- ___ ___ 1. Understands and demonstrates the Behavioral Management Program point system
- ___ ___ 2. Understands and demonstrates knowledge of outlined consequences of behavior exhibited by the patient.
- ___ ___ 3. Has thorough knowledge of the unit rules and regulations and maintains consistency in implementation.
- ___ ___ 4. Demonstrates effective "talk down" skills in managing escalating patients.
- ___ ___ 5. Demonstrates consistently proper timeout procedures. Adheres to facility timeout policies.
- ___ ___ 6. Maintains current compliance in Prevention and Management of Aggressive Behaviors.
- ___ ___ 7. Reacts therapeutically in crisis situations.
- ___ ___ 8.

Responsibility IV ~ Documentation

- ___ ___ 1. Documentation as required by facility Policy IM-110 & IM 111 entitled Charting Policy & Content of Medical Records.
- ___ ___ 2. Documentation reflects ongoing assessment of resident behaviors and feelings.
- ___ ___ 3. Documentation reflects intervention strategies used to help the resident.

Responsibility V ~ Accountability and Reliability in Job Performance

- ___ ___ 1. Demonstrates a willingness to cooperate with others.
- ___ ___ 2. Can be relied upon to be at work as scheduled and is rarely absent from work.
- ___ ___ 3. Reports to work on time.
- ___ ___ 4. Provides proper notification and advance notice for absence or tardiness.
- ___ ___ 5. Reports off before leaving the facility.
- ___ ___ 6. Appears well groomed and observes the facilities dress code. Wears identification badge while on duty and maintains a professional appearance at all times.
- ___ ___ 7.
- ___ ___ 8. Completes and turns in appropriate paperwork for time off.

Responsibility VI ~ Age Appropriate Care

Age 5 – 12

- 1. Evaluates and demonstrates for age-specific behaviors, motor skills and psychological norms.
- 2. Recognizes patient's level of psychosocial development and modifies approach accordingly to include a) understanding the need for and providing time for play activities, b) recognizing and supporting achievements, c) assists the child to follow rules without being punitive, d) assists the child to accept responsibility.

Age 13 – 18

- 3. Evaluates and demonstrates for age-specific behaviors, motor skills and psychological norms.
- 4. Recognizes patient's level of psychosocial development and modifies approach accordingly to include a) assisting the adolescent to develop coping mechanisms, b) understanding and providing time for social interactions with peer group.
- 5. Demonstrates knowledge in identifying patient's level of psychosexual development.

Adults

- 6. Evaluates and demonstrates for age-specific behaviors, motor skills and psychological norms.
- 7. Recognizes patient's level of psychosocial development and modifies approach accordingly.
- 8. Age Appropriate Competency Test

Responsibility VII ~ Service Excellence

- _____ _____
1. Demonstrates professionalism every day.
 - Acts and dresses professionally
 - Acknowledges appropriately patients, families, visitors & colleagues
 - Responds to all patient, family, visitor & colleague inquires and/or complaints
 - Answers the telephone, emails or videophone appropriately
 - Assists all guests to their destination
 - Demonstrates courtesy and respect

_____ _____

 2. Projects a positive attitude.
 - Provides clear, concise communication
 - Is a positive role model
 - Is proactive at all times
 - Gives others undivided attention
 - Acknowledges the perceptions of others

_____ _____

 3. Keeps promises to earn trust.
 - Follows through and follows up on all requests
 - Uses sound judgment
 - Makes promises that can be kept
 - Is accountable and takes responsibility for own actions
 - If unable to solve a problem, finds someone who can

_____ _____

 4. Serves others as a team and with respect.
 - Is punctual
 - Makes customer satisfaction a team effort
 - Keeps each member of the team informed
 - Shares ideas and listens to other's ideas
 - Is considerate of others
 - Takes the initiative to help one another

_____ _____

 5. Ensures access to service is prompt, efficient, user-friendly and effective
 - Responds to inquires within 24 hours
 - Uses terms and language the "audience" understands
 - Stands behind promises with action
 - Provides quality care
 - Provides information in a timely manner
 - Manages time efficiently

