



## Job Class Specification

**TITLE:** Counseling Associate  
**FLSA:** NONEXEMPT  
**EEO6:** H30  
**IPEDS-SOC:** 21-1021

**JOB CODE:** N11CAU  
**JOB TYPE:** Systemwide  
**JOB FAMILY/SERIES:** PSY CLN

**APPROVED BY:** Chancellor's Designee:  
Carolyn Skolnik, Associate Vice Chancellor

**EFFECTIVE DATE:** 10/03/2016

### JOB SUMMARY

Under supervision of a licensed (LCSW-C or LCPC) professional, a Counseling Associate works with individuals, couples, families, and other groups to manage and overcome a range to become emotionally and financially stable so they can support themselves. With the client as a participant, Counseling Associate uses individualized plans to provide social services and assistance to improve the social and psychological functioning of individuals, families, or other groups and to maximize the individual's well-being.

### PRIMARY DUTIES

1. Counsel individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, and/or medical care.
2. Evaluate, refer, and counsel individuals, couples, or groups to assess needs and address issues. Provides preventive, protective, or supportive services to individuals or groups who are in or threatened by situations detrimental to their well-being or that of the community.
3. Assist in the development of treatment plans and healthcare evaluations for a variety client issues.
4. Document client(s) progress. Maintain case history records and document client(s) progress.
5. Consults with other therapists, case managers and, if applicable, researchers.
6. Perform other duties as assigned.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

### MINIMUM QUALIFICATIONS

**EDUCATION:** Bachelor's Degree in Social Work or related field, such as Psychology

**EXPERIENCE:** Previous community or counseling work preferred.

Licensure: If applicable, Licensed as Social Work Associate - LSWA in the State of Maryland

**REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

Knowledge of best practices in the community and social services as well as relevant federal, state, and local rules, regulations, and programs/policies utilizing proper application of diagnostic tools. Ability to effectively interact, verbally or in writing, with a diverse client population using various approved interviewing techniques and consultative approaches. Ability to use measurable and verifiable information for resolving problems and facilitating decision-making processes. Ability to manage situations with tact, diplomacy, understanding, and fairness. Ability to maintain confidentiality of client information obtained during treatment in accordance with professional standards, HIPAA (Health Information Portability & Accountability Act) and FERPA (Family Education Rights and Privacy Act) and state regulations. Ability to work as part of a team, as well as with individuals and/or families from diverse ethnic, racial, and socio-economic backgrounds. Assume personal responsibility for all outcomes; makes effective and timely decisions; and learns how to effectively use technology. Maintains productivity and uses strategies to increase knowledge base. Skill in continuously seeking to improve the quality of services and processes. Ability to work cooperatively with others and demonstrates professional, ethical, respectful, and courteous behavior when interacting with others. Capable of interacting pleasantly and positively with other to meet customer expectations, and provide follow up with customers. Ability to work as part of a team, as well as with individuals and/or families from diverse ethnic, racial, and socio-economic backgrounds. Ability to effectively communicate both verbal and written thoughts, ideas, and facts. Writes and presents information in a clear and concise way. Interprets and understands written information and is able to listen attentively to verbal and non-verbal cues that lead to a deeper understanding.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

**CONDITIONS OF EMPLOYMENT**

N/A