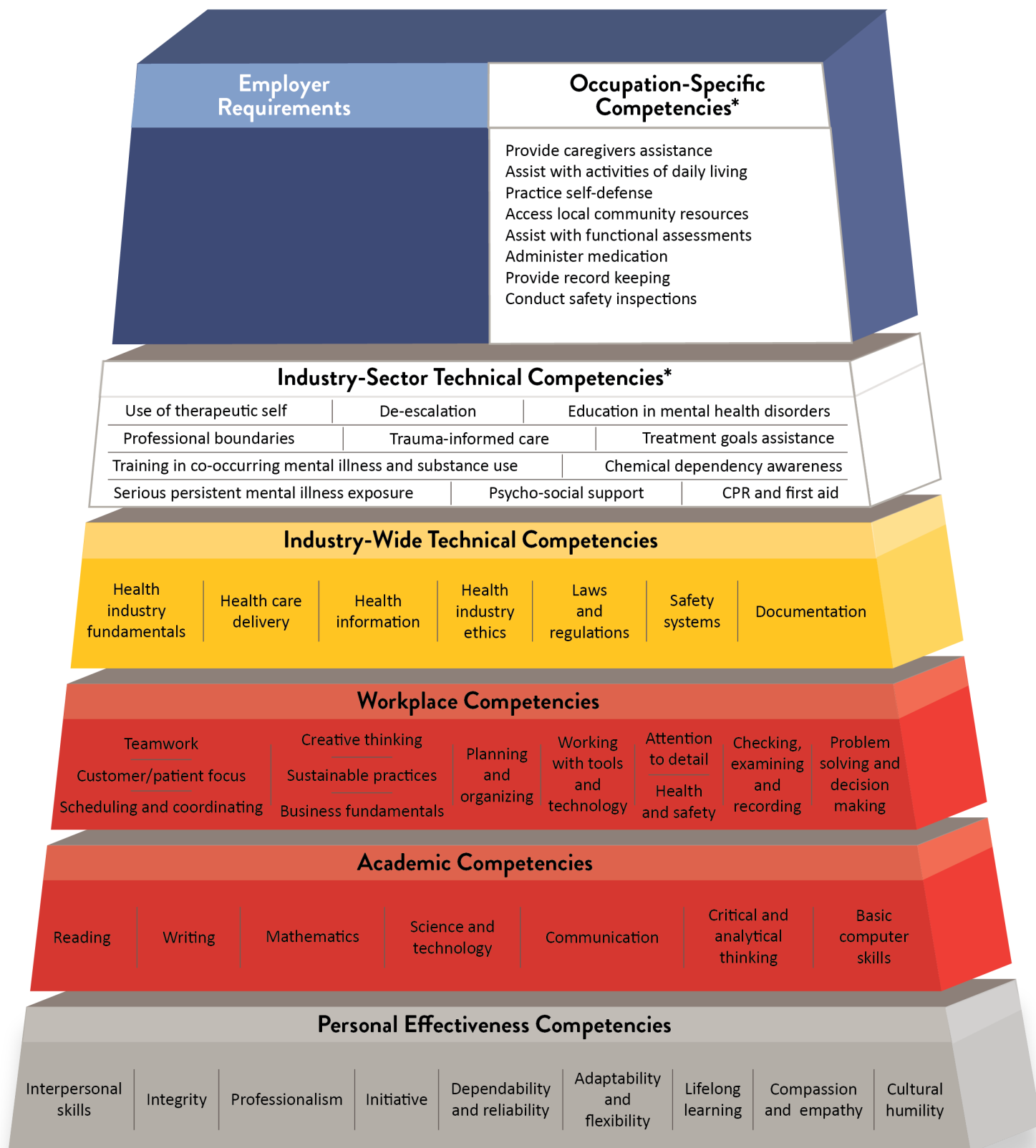


Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Psychiatric/Mental Health Technician Out-Patient



Based on: Fundamentals of Health Care Competency Model, Employment and Training Administration, United States Department of Labor, February 2025. For more detailed information about competency model creation and sources, visit dli.mn.gov/business/workforce/health-care-services.



Competency Model for Psychiatric/Mental Health Technician Out-Patient

Psychiatric/Mental Health Technician Out-Patient – A cross-trained employee skilled in areas of caring for patients with mental health issues in an out-patient setting that may include examples such as an ambulatory setting, in-community site, or day-treatment facility.

*Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job (OJT) training opportunities.

Industry-Sector Technical Competencies

Related Instruction for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Use of therapeutic self** – Trained in the technique to use oneself in such a way that the technician becomes an effective tool in the evaluation and intervention process.
- **De-escalation** – Training in how to use various de-escalation techniques when dealing with an agitated patient.
- **Education in mental health disorders** – Demonstrate basic knowledge of mental health disorders and the manifestation of symptoms in mental health patients.
- **CPR and first aid** – Training in First Aid and cardiopulmonary resuscitation (CPR) certification.
- **Professional boundaries** – Understand what professional boundaries are and identify poor ones. Learn how to create healthy boundaries from the very beginning of the relationship.
- **Trauma-informed care** – Knowledge about how trauma impacts the physical, mental, behavioral, social, and spiritual areas for the patient and how to align care with the unique circumstances of the patient.
- **Treatment goals assistance** – Knowledge of methods the technicians can use to assist the clinician and help the patient meet their treatment goals.

- **Training in co-occurring mental illness and substance use** – Know how to use correct methods for integrated treatment to address mental and substance use conditions at the same time.
- **Chemical dependency awareness** – Knowledge and experience with patients with chemical dependency and the impact to a patient's mental health.
- **Serious persistent mental illness exposure** – Demonstrate an understanding of mental illnesses with complex symptoms requiring ongoing treatment and management and know how to work with patients with this type of diagnosis.
- **Psycho-social support** – Understanding of the various types of non-therapeutic intervention and how to effectively use them for patients' treatment.

Occupation-Specific Competencies

On-the-Job Training is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Provide caregivers assistance** – Know how to help caregivers as needed with patient treatment.
- **Assist with activities of daily living** – Ability to instruct patient and participate in activities required to manage with day-to-day living.
- **Practice self-defense** – As needed, demonstrate proper self-defense techniques to protect oneself in volatile situations.
- **Access local community resources** – Awareness of various resources within the community which may provide support to patient and their caregivers.
- **Assist with functional assessments** – Understand the role of assessments in treatment and know how to show proper assessment techniques to ascertain the purpose or reason for behaviors displayed by individuals with mental health issues.
- **Administer medication** – Ability to prepare, educate the patient, and administer medications and/or observing patient self-medicate using safe and correct methods.
- **Provide record keeping** – Understand the importance of and be able to perform the documentation of visits, treatment plans, and outcomes and maintain patient records.
- **Conduct safety inspections** – Know how to check patient belongings and care setting to ensure no dangerous items are present.

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