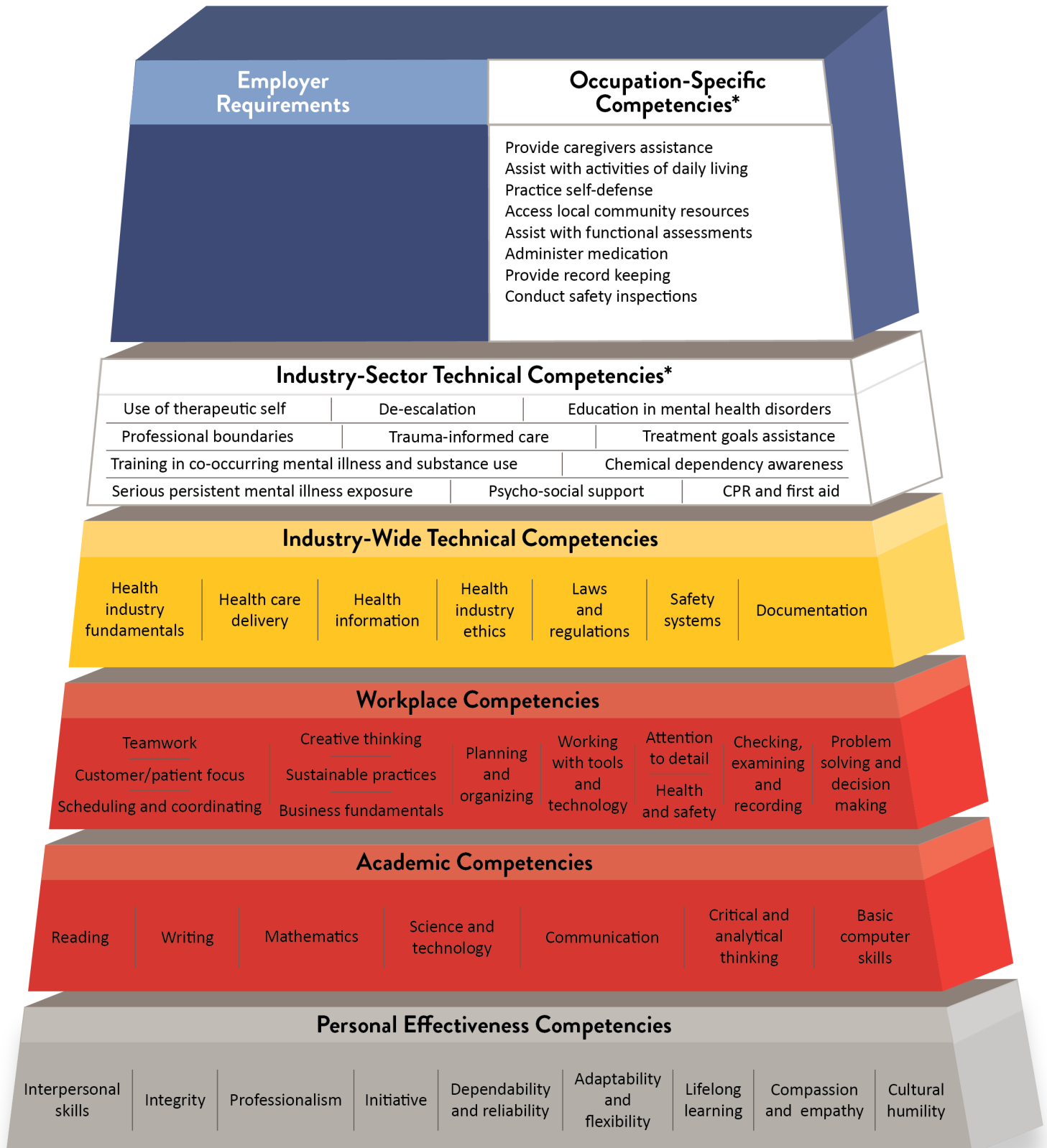


# Minnesota Dual-Training Pipeline

## 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](https://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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