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## POSITION DESCRIPTION

**POSITION TITLE:** MENTAL HEALTH LIAISON NURSE (MHLN)

**DEPARTMENT:** MENTAL HEALTH PROGRAM

**CLASSIFICATION:** REGISTERED NURSE III

**UNION:** MANITOBA NURSES UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** CLINICAL TEAM MANAGER, MENTAL HEALTH PROGRAM;  
NURSING SUPERVISORS, ACUTE CARE

**POSITIONS SUPERVISED:** NOT APPLICABLE

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## POSITION SUMMARY

The Mental Health Liaison Nurse (MHLN) will function in a collaborative care model; primarily providing comprehensive mental health assessments, treatment and recommendations, disposition, facilitation of hospital admissions, and follow-up of patients experiencing mental health difficulties/psychiatric emergencies in the Selkirk Regional Health Center Emergency Department.

The MHLN will also provide mental health consultation and assessment to Selkirk Regional Health Center in-patients with mental health and/or substance abuse issues; emotional/aggression/behavioral management issues and function in a supportive role to individuals and families as required.

The MHLN will report directly to the Clinical Team Manager, Mental Health Program. Responsibilities will be primarily to the emergency department and will begin from initial assessment through final disposition of the individual. This is inclusive of the use of assessment tools, screening, crisis intervention, referral & linkage to community resources, short term follow-up, short-term crisis case management, counselling, consultation, preparation of reports, data collection and education to individuals, family, staff and general public.

The MHLN will exercise an appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters.

The position of Mental Health Liaison Nurse functions in a manner consistent with, and supports the mission, vision and values of the Interlake – Eastern Regional Health Authority.

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#### **ESSENTIAL FUNCTIONS AND DUTIES**

Function and duties include but are not limited to the following:

- Conducts an initial mental health assessment for patients presenting to the emergency room (ER) with mental health concerns and/or substance abuse. Assists to triage individuals accessing emergency room for mental health issues and illnesses, assesses risk and prioritizes intervention and assessment to facilitate the appropriate timely response.
- Processes treatment recommendations/referrals in collaboration with the ER physician.
- Collaborates with the emergency department health care team on the development of treatment, discharge and transfer plans and implements the plan.
- Conducts follow-up calls to patients as required to assess the effectiveness of interventions planned in the ER; contacts patients as identified by the ER team who were not seen by the MHLN.
- Liaises with appropriate community and hospital services to access resources and advocate for patients and families.
- Liaises with acute psychiatric inpatient units and Crisis Stabilization Units to coordinate the admission process and provide a thorough report.
- Assists to provide psychological support to families of critically ill or deceased and to link with community resources whenever needed for patients in the ER.
- Provides telephone consultation to Interlake-Eastern regional emergency departments for mental health presentations.
- Consultation will consist of telephone screening assessment and collaboration, provide recommendations and support to regional rural ER staff.
- Upon referral for consultation from the physician on in-patient units, the MHLN will provide assessment/consultation to patients on inpatient units as able.
- Obtains collateral information from community service providers, family and other health care institutions.
- Participates in the development of mental health policies, guidelines and forms for use in emergency departments and maintains documentation as per regional standards.
- Provides education/support to patients, families and staff of the Emergency Department or inpatient units on a variety of mental health topics.
- Supports families and acts as a clinical resource to colleagues regarding management of psychiatric, intoxicated, stressed, angry and aggressive patients.
- Supports and implement recovery oriented practices.
- Participates in the development of a community plan for clients who frequently accesses emergency room for treatment and support in conjunction with mental health program and/or emergency room staff.
- Participates in Emergency Department meetings as appropriate.
- Maintains regular communication with Clinical Team Manager; submits reports/statistics as required, notifies the Clinical Team Manager of any critical situations that may have broad regional impact for individuals or other parts of health care system.

- Participates in evidence-informed professional development, demonstrates critical thinking and problem solving skills and assists with the implementation of policies and guidelines.
- Supports and acts as a preceptor for students in the clinical environment
- Directly reports to the Mental Health Program, but is accountable to and collaborates as part of the Emergency Department team with the Clinical Manager and/or designate of the Emergency Department.

**Responsibilities:**

**A. Patient Safety**

- Performs in a manner that enhances patient safety;
- Participates in and supports the region's Patient Safety Initiatives and Programs;
- Reduces, to a degree that is reasonably practical the rate of adverse events by learning to anticipate and manage them, to reduce the likelihood and severity of their occurrence;
- Studies adverse events in detail and understand how they arise;
- Feeds this knowledge into the design of processes, professional practice and systems;
- Redesigns systems to make Interlake-Eastern RHA more resilient to the inherent risks, hazards, and harms of "doing business".

**B. Continuous Quality Improvement**

- Participates in the region's Continuous Quality Improvement Program and Accreditation Program.
- Participates in accreditation and complies and promotes practices to achieve accreditation in good standing with Accreditation Canada.

**C. Environmental Management**

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Prevention and Control Guidelines;
- Obeys all safety and health rules and follows recommended Safe Work Procedures;
- Co-operates with the Workplace Health & Safety Committee as necessary;
- Demonstrates a working knowledge of Workplace Hazardous Materials Information systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS);
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health programs including the Fire, Disaster and Evacuation plan;
- Participates in the development of Safe Work Procedures.

**D. Education/ In-service/ Professional Development**

- Attends all mandatory educational sessions Required Certification / Required Education Policy GA 11-50.
- Collaborates with in-service education programs to identify, plan and facilitate implementation and evaluates orientation and staff development programs;
- Promotes the goals and objectives of educational programs established by the region;
- Maintains and updates knowledge of new developments in departmental areas through journal reviews, interest groups, lectures, and committee work;

- Serves as a resource to staff and other health care professionals;
- Maintains and updates professional & management skills through continuing education programs, literature reviews, interest groups, and lectures;
- Maintains professional and management linkages/networks with peers.

**E. Committee Participation**

- Participates on appropriate committees as requested.
- Participates in regular staff meetings.

**F. Communications**

- Communicates with co-workers both individually and as a group to promote efficient operation and high morale.
- Communicates with co-workers in achieving efficient operation of the department/program.
- Communicates with co-workers in promoting inter-program, inter-departmental and regional operations.
- Demonstrates respectful communication at all times.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Baccalaureate degree in Nursing (e.g. BPN, BScMH, BScPN) preferred
- Or Registered Nurse/Registered Psychiatric Nurse with related experience will be considered
- Active practicing licensure with the College of Registered Nurse of Manitoba, or College of Registered Psychiatric Nurses of Manitoba or eligible for active practicing licensure with the College of Registered Nurses of Manitoba (CRNM), or College of Registered Psychiatric Nurses of Manitoba (CRPNM)
- Current Basic Life Support (BLS) Training – as delineated in Interlake-Eastern RHA Required Certification/ Required Policy GA 11-50
- ASIST certification and NVCI certification or to be obtained within 6 months

**REQUIRED KNOWLEDGE:**

- Extensive knowledge of available community resources required
- Demonstrated knowledge of psychopharmacology required
- Demonstrated working knowledge of substance use and co-occurring disorders
- Possesses sound knowledge of the Mental Health Act, Vulnerable Person's Act, Child & Family Services Act, Protection of Person's in Care Act
- Knowledge of cultural diversity and practices of the population served
- Assertive and self-directed in developing appropriate plans and referrals for patients & families.

**EXPERIENCE REQUIRED:**

- Five (5) years combined experience required in Mental Health ER, Acute Care Psychiatric Unit, Community Mental Health

**SKILLS/COMPETENCIES:**

- Demonstrated competency in Mental Health crisis intervention/ psychosocial assessment and other treatment modalities required
  - Demonstrated effective oral, written and interpersonal communication skills
  - Demonstrated ability to foster a collaborative interdisciplinary environment that supports quality services, quality improvement and staff empowerment
  - Demonstrates conflict resolution skills
  - Demonstrated ability to lead and make decisions autonomously
  - Ability to use an analytical and inquiring approach to problem-solving while contributing to program improvement
  - Demonstrate ongoing professional growth and competency relevant to practice area
  - Demonstrated ability to establish and maintain positive working relationships
  - Demonstrates awareness of and compliance with established policies and procedures
  - Demonstrated strong organizational skills and flexibility to meet the demands of the position
  - Able to effectively perform the tasks and responsibilities of the position
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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**WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules

and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.

- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facilities' Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

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Created: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
October 2018  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Vice President/ CEO \_\_\_\_\_  
Date

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources \_\_\_\_\_  
Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*