



POSITION DESCRIPTION

POSITION TITLE:	COMMUNITY MENTAL HEALTH WORKER – CENTRAL INTAKE: ADULT COMMUNITY MENTAL HEALTH
DEPARTMENT:	MENTAL HEALTH
CLASSIFICATION:	COMMUNITY MENTAL HEALTH WORKER
UNION:	MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER – MENTAL HEALTH
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Community Mental Health Worker (CMHW) – Central Intake: Adult Community Mental Health (CMH) provides a welcoming point of contact for individuals and their families/natural supports as well as all referral sources seeking services from the mental health program in the Interlake-Eastern Regional Health Authority. The role includes developing effective alliances with callers, collecting information, determining appropriateness for the Community Mental Health Program, evaluation of risk, crisis intervention where indicated, and transfer of the request for service to the appropriate mental health program, or alternate service as indicated. The CMHW – Central Intake: Adult CMH provides information on alternate community resources to referral sources and/or those individuals not eligible for direct service. The CMHW – Central Intake: Adult CMH will work in close collaboration with Mental Health Crisis Services. The CMHW – Central Intake: Adult CMH will work collaboratively with primary health care providers, individuals, families/natural supports, and services/agencies to help determine the service best suited to meet the individual’s needs. The CMHW – Central Intake: Adult CMH is expected to support and promote recovery-oriented practice. The position of CMHW – Central Intake: Adult CMH functions in a manner consistent with, and supports the Mission, Vision, and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

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

Clinical Practice

- Provides a welcoming entry point into the Community Mental Health Program. Establishes respectful relationships with individuals, their families and natural supports, referral sources, and the community.
- Prioritizes referrals based on urgency of need.
- Gathers information from, or on behalf of individuals, determining the nature of the request for service and initiates appropriate action.
- Conducts assessment of the individual's current mental status and/or level of functioning.
- Determines eligibility for the Community Mental Health Program, and facilitates transfer of the referral for assignment to a Community Mental Health Worker, or directs individual to more appropriate services based on the intake assessment.
- Provides a linkage to alternate services as required, such as Crisis Services.
- Triage individuals currently placed on a waitlist for Community Mental Health services.
- Provides information to individuals seeking community resources.
- Provides information on regional/community resources, accessibility, and availability to individuals or agencies.
- Maintains updated resources lists.
- Maintains positive working relationships with fellow agencies and community programs in order to maintain current information on services, and to facilitate seamless inter-agency referrals.
- Provides psychoeducation related to the individual's/family's/natural support's presenting situation.
- Works collaboratively with the mental health team, primary health care providers, and community resources.
- Works collaboratively with the individuals natural support systems.
- Assists in the development of written documentation tools and standards of care.
- Completes and submits required statistical information on a monthly basis.
- Provides assistance to the other Central Intake programs as required by the Clinical Team Manager.
- Maintain clinical documentation as per program/regional standards, via the electronic medical record.
- Complete non-clinical documentation, paperwork, and processes as per program/regional standards.
- Serve as a recovery agent by providing and advocating for effective recovery based care.
- Attend staff meetings and professional development as required.

Clinical Consultation

- Consult with and work in collaboration with other members of the individual's care team, inclusive of primary health care providers.
- Actively participate in clinical consultation.

Program Planning, Analysis, and Education

- Participate in strategic and program planning.
- Provide data and prepare reports as requested.
- Participate in regular staff and program evaluation/policy decisions.

Education, Teaching, Learning, and Research

- Promote a climate of clinical inquiry. Engage actively in Clinical supervision.
- Critically review current literature and research articles, and communicate and apply clinically significant findings.
- Understand the core elements of a recovery orientation that can be practiced in any mental health setting and how this orientation can be applied with diverse populations.
- Commit to learning from people with lived experiences of mental health problems and illnesses about how the service can best support their recovery efforts.
- Continuously develop knowledge in recovery-oriented learning and practice.
- Acknowledge the importance of being inclusive and of seeking to maximize opportunities for people to exercise self-direction and take responsibility of their own recovery.
- Aware of relevant legislation, such as, but not limited to, *The Personal Health Information Act*, *The Mental Health Act*, and *The Child and Family Services Act*.

OTHER

- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS:

- Demonstrated ability to perform as evidenced by satisfactory performance evaluations.
- Demonstrated ability to take the initiative/motivation for self-development and keeping abreast of current evidenced based practices.
- Maintains licensure and competencies.
- Active in team development.
- Works autonomously and seeks supervisory assistance in a timely and appropriate manner for any areas of identified concerns.
- Demonstrated practice in accordance with recovery based principles.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- B.Sc. M.H, B. Sc. P.N, RPN, BN, RN, BSW, or MOT.
- Licensed with applicable professional designation.
- ASIST Certificate (Applied Suicide Intervention Skills Training) required.

REQUIRED KNOWLEDGE:

- Knowledge of mental health clinical assessment.
- Knowledge of mental health problems and illnesses, including signs, symptoms, treatment, and prognosis of mental illness.
- Knowledge of co-occurring disorders, i.e. addictions and mental health.
- Knowledge of and ability to work within the mental health recovery model.

- Knowledge of community resources and procedures related to accessing the available services.
- Knowledge of psychopharmacology.
- Knowledge of *The Personal Health Information Act, The Mental Health Act, The Child and Family Services Act*, and all other relevant legislation.

EXPERIENCE REQUIRED:

- Minimum of two (2) years' experience in relevant mental health area required.
- Two (2) years direct experience in the area of mental health crisis management preferred.
- Two (2) years related intake assessment experience preferred.

SKILLS/COMPETENCIES:

- Current and comprehensive knowledge of the Interlake-Eastern Regional Health Authority's Adult Community Mental Health Program preferred.
- Excellent verbal and written communication skills.
- A positive attitude toward learning, growth, and health.
- Demonstrated ability to problem-solve complex situations and manage sensitive issues.
- Ability to relate and interact with individuals of diverse cultural and economic backgrounds.
- Proficiency in Microsoft Office applications.
- Ability to use electronic medical record (Accuro).
- Flexible scheduling is required to balance individuals' needs and enhance service delivery to improve access.
- Good physical and mental health to meet the demands of the position required.
- Valid driver's license and vehicle are required.
- Completes a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.

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 facility's 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. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created:

_____ Date

Revised:

_____ February 2017

_____ 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 job 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.