



POSITION DESCRIPTION

POSITION TITLE:	COMMUNITY MENTAL HEALTH WORKER - INTAKE
DEPARTMENT:	MOBILE CRISIS SERVICES
CLASSIFICATION:	COMMUNITY MENTAL HEALTH WORKER
UNION:	MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER, MENTAL HEALTH AND CRISIS SERVICES
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Community Mental Health Worker (CMHW) – Intake provides a welcoming point of contact for individuals, their families/natural support systems and referral sources. Services will be provided in the least intrusive manner possible. This is accomplished by assessment of the individual and the individual's situation, engaging in crisis intervention techniques, mobilizing teams and other more appropriate resources as needed and in a timely fashion, ensuring safety of individuals and staff, and all other duties required in resolving a mental health crisis. The CMHW – Intake will also act as a liaison/resource person in Crisis Services, providing information on available community resources, providing follow-up and linkage to services for Mobile Crisis Services (MCS) individuals.

The incumbent will demonstrate a commitment to holistic practice guided by the principles of recovery model and focused on individual's assets, strengths, recovery and increasing competencies. Values of the individual and family-centered care, accessibility, respect, continuous improvement and ethical practice will direct implementation of the service delivery. The position of CMHW – Intake 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:

- Provides a welcoming entry point into MCS. Establishes respectful relationships with individuals, their families/natural support systems, referral sources and the community.

- Gathers information from, or on behalf of individuals to determine the nature of the crisis and utilizes this information to effectively prioritize based on urgency of need to the individual and available resources.
- Assess individuals for degree of dangerousness and status as per the Mental Health Act, degree of risk in the areas of social, psychological, health, etc. in order to establish safety and develop a plan.
- Where MCS service is deemed not appropriate, identifies alternate community services and resources for individuals, families/natural supports, and referral sources and ensures linkage has occurred.
- Dispatches teams using relevant priority (urgency of need to the individual and available resources) to provide community visits in response to crisis calls in order to determine the nature of the crisis and an appropriate course of action.
- Institutes the plan of action in the form of crisis intervention techniques. This involves active participation of individual and their natural/professional resources whenever possible.
- Provides information on resources to individuals or agencies including access and availability and active linkage if needed.
- Maintains updated resource list along with updated referral forms for access to community resources.
- Maintains positive working relationships with fellow agencies and community programs.
- Links individuals to appropriate and agreed upon resources in the community as a form of prevention and health promotion.
- Assists in reconnecting individuals with his/hers care and support networks as appropriate.
- Maintains clinical documentation as per program/regional standards.
- Ensures follow-up is thorough and complete prior to closing a case.
- Ensures evaluation of MCS involvement has been effective in resolving the mental health crisis.
- Acts as a resource to MCS team members and in a liaison role as needed (between youth and adult services and between the Crisis Stabilization Unit and MCS).
- Audits MCS completed client files to ensure that all follow-up was completed; documentation meets program/regional standards that appropriate services and interventions were utilized according to MCS mandate and flags sensitive files in a timely manner for the Clinical Team Managers review.
- Complete non-clinical documentation, paperwork, and processes as per program/regional standards.
- Exhibits competency in recovery practices such as providing individual assistance with effective coping skills in order to regain independence with the community and mastery over their own recovery process.
- Assist individuals in articulating personal goals for recovery. Support individuals in identifying and creating goals and the skills, strengths, supports and resources to aid them in achieving those goals.
- Serve as a recovery agent by providing and advocating for effective recovery based care.
- Exhibits critical thinking skills and acts logically to evaluate situations, problem-solve and make decisions promptly and appropriately.
- Provides collaboration and support to the Mental Health and Crisis Services staff, community partners and agencies.
- Demonstrates professional courtesy, respect, and positive attitudes in every aspect of team relationship dynamics.

- Demonstrates creativity, flexibility, adaptability, and a positive attitude towards change.

Clinical consultation

- Provides leadership and direction to the Crisis Workers and acts a resource/mentor.
- Actively participates in clinical consultation and self-development activities.
- Consult with and work in collaboration with other members of the individual's care team, inclusive of the primary health care providers.

Program Planning, Analysis and Education

- Participate in strategic and program planning.
- Provide data and prepare reports as requested.
- Participate in regular staff and program evaluations.

Education, Teaching, Learning and Research

- Collaborate, coordinate and/or participate in the development and presentation of educational programs.
- Collaborate to develop and deliver educational material to the public.
- Develops innovative approaches to complex practice issues.
- Promote a climate of clinical inquiry.
- Critically review current literature and research articles and communicate and apply significant findings.
- Provides preceptorship opportunities to students, colleagues and casual employees, when appropriate.
- Understand the core elements of recovery orientation 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 experience of mental health problems
- Acknowledge the importance of being inclusive and seeking to maximize opportunities for people to exercise self-direction and take responsibility of their own recovery journey.
- 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 evidence based practices.
- Maintains licensure and competencies.
- Active in team development.
- Works collaboratively with the Crisis Workers and seeks supervisory assistance in a timely and appropriate manner for any areas of identified concerns.
- Demonstrated practice compliance with recovery based principles.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

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

REQUIRED KNOWLEDGE:

- Knowledge of mental health problems and illnesses, including signs and symptoms, treatment and prognosis of mental illness and emotional distress.
- Demonstrated understanding of child development, systems theory and child and adolescent mental health disorders.
- Knowledge of co-occurring disorders, i.e. addictions and mental health, developmental delay and mental health, and the related impact on family dynamics.
- Knowledge of community resources and procedures related to accessing available services.
- Knowledge of psychiatric disorders/clinical syndromes.
- Knowledge of psychopharmacology.
- Knowledge of and ability to work within the mental health recovery model.
- Knowledge of *The Personal Health Information Act, The Mental Health Act, The Child and Family Services Act*, and other relevant legislation.

EXPERIENCE REQUIRED:

- Two (2) years' in relevant mental health area required.
- Two (2) years' in the area of mental health crisis management preferred.

SKILLS/COMPETENCIES:

- Excellent verbal and written communication skills
- A positive attitude towards learning, growth and health.
- Demonstrated competence in crisis intervention, psychosocial assessment and several treatment modalities.
- Demonstrated ability to problem-solves complex situations and manage sensitive issues.
- Ability to interact with individuals of diverse cultural and economic backgrounds.
- Proficiency in Microsoft Office applications (Word, Excel, and PowerPoint).
- Good physical and mental health to meet the demands of the position required.
- Valid class 5 Drivers license is required.
- Completes and maintains 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: February 2013
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 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.