



POSITION DESCRIPTION

Position Title:	Case Manager-Peterborough		
Program Name:	Mental Health Case Management	Position Class:	7CM
Reports To:	Program Manager – Mental Health Case Management (Peterborough)	Location (Work Site):	Peterborough
Effective Date: August 2016		Review Date:	

Position Summary:

The Case Manager provides intensive case management services to individuals living with mental illness, through community-based, client-centered and strengths-based supports, that promote recovery, stabilization and independent living. The Case Manager carries out these duties as a member of a multi-disciplinary team. Individualized supports and interventions are provided to clients in their home and in the community. Supports include assessment, identification of service plan goals and objectives, ongoing service planning, evaluation of measurable outcomes related to client progress, crisis intervention, case coordination and consultation with other service providers, and discharge planning.

Key Responsibilities

1. Client Supports

- Defines professional role, boundaries and function of case management with the client and develops a therapeutic rapport with the client
- Provides overall case coordination for clients
- Identifies client needs and develops a comprehensive service plan using the Ontario Common Assessment of Need (OCAN) with measurable goals, objectives and outcomes
- Maintains an accurate and up-to-date understanding of the ‘whole’ client including their goals, needs, strengths, and resources including other supports they receive in the community
- Assists clients in bridging/navigating social service systems, including income supports (ODSP, OW, etc.), psychiatric, medical, behavioural, vocational, educational, housing, and other support services as needed
- Assesses, implements and develops evidence-based, best-practice interventions including but not limited to Cognitive Behavioural Therapy, Dialectical Behavioural



Therapy, and Motivational Interviewing, to promote improved psychological function and recovery

- Works from a trauma-informed and concurrent-disorder-informed approach
- Provides needed support including development of a crisis plan and provides crisis intervention as required
- Advocates and makes appropriate referrals, with consent, for needed services and supports as identified in the client's service plan
- Implements clinical interventions to assist clients to become stable, independent and prepared for discharge
- Stays current on relevant legislation, best practices, treatment approaches, basic psychopharmacology and agency policies and procedures
- Supports the client's safety and wellness in the home environment as required
- Facilitates psychoeducational and therapeutic group programming as required
- Assists clients with medication reconciliation as required
- Provides mental health, developmental disorder, physical health and concurrent disorder information to individuals, care givers and other service providers

2. Documentation

- Ensures all client documentation is accurately recorded in a timely manner, e.g. consents, progress notes, service agreements, crisis plans, safety reports, risk assessments etc. as required by agency and program policies and procedures
- Completes the OCAN assessment and planning tool with clients according to the established OCAN schedule
- Completes all other necessary program documentation e.g. internal and external referral forms
- Completes all required program-related data collection (e.g. statistics, outcome measures, etc.) in an accurate and timely manner
- Completes administrative tasks, e.g. expense claims, time sheets, Visa requests etc.

3. Community Development

- Develops and promotes collaborative partnerships with other service providers, agencies and community partners
- Participates in the identification, development, implementation and evaluation of other services in the Case Management portfolio, e.g. groups, presentations and other programming as required

4. Performance Management and Professional Development

- Participates cooperatively in the agency performance management process/system
- Stays current on relevant legislation and best practices, current research, policies and procedures



- Participates in ongoing professional development and mandatory training
- Actively engages and participates in supervisory process

5. Health and Safety – Worker Responsibilities

- Works in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participates in workplace, departmental and job-specific health and safety orientation, education and training
- Uses or wears any equipment, protective devices or clothing required by the employer
- Operates any equipment and work in a way that does not endanger oneself or any other worker
- Complies with established policies, procedure and work practices regarding health and safety
- Identifies and reports workplace and job hazards, defects and contraventions of the Act to the supervisor or employer
- Reports health and safety problems to the supervisor or employer
- Notifies the supervisor if clarification of a policy, procedure or safe work practice is needed
- Uses initiative to reduce risk and applies discretion to solve problems, within scope of authority
- Works co-operatively with co-worker, supervisor, Joint Health and Safety Committee (JHSC) members and others

5. Other Duties as Assigned

- Attends and participates in team/staff meetings, and all-staff meetings as required
- Participates in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participates in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

Requirements of the Position

A: Education and Training

Mandatory Education and Training

This position requires successful completion of a university degree in health or social sciences. A Bachelor of Social Work or BA/BSc. in Psychology is preferred. Formal



education in the provision of human or social services and/or relevant experience (see below) is required.

We recognize that mandatory training before hire is an asset; however, successful completion of the training applicable to this role will be requirements for continued employment in this position:

- WHMIS
- ASIST
- NVCI
- OCAN
- CRMS
- First Aid/CPR
- QAM

Assets with regard to this position:

- Completion of a Master's degree is preferred, e.g. Masters of Social Work
- Formal education in Cognitive Behavioural Therapy is preferred
- Formal education in Dialectical Behavioural Therapy or other forms of emotional regulation support is preferred
- Formal education in Motivational Interviewing is preferred
- Formal education in Concurrent Disorders is preferred
- Formal education in Trauma-Informed Therapy is preferred

B: Related and Relevant Experience

Mandatory Experience and Knowledge

- Three (3) years' experience, working in the mental health or human services field
- Demonstrated ability to maintain a professional attitude, rational detachment and a problem-solving, therapeutic approach while working with sometimes challenging clients and in stressful situations
- Demonstrated ability to effectively utilize evidence-based interventions and treatments to address mental health
- Demonstrated ability to adapt treatment modalities to use with diverse clients
- Demonstrated ability to work effectively with community partners
- Demonstrated ability to be flexible, manage changing priorities and make quick and sound decisions
- Demonstrated ability to be creative in order to find solutions to problems.
- Demonstrated ability to be able to support the client holistically using the biopsychosocial model
- Demonstrated ability to complete accurate and timely documentation



- Demonstrated ability to effectively manage change on an organizational and program level

Preferred Experience and Knowledge

- Concurrent disorder or addictions experience is preferred
- Mental Health Case Management experience is preferred
- Experience in utilizing best practice modalities (i.e. Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Motivational Interviewing, Trauma-Informed Therapy) is preferred
- Experience facilitating psychoeducational and psychotherapeutic groups is preferred
- Working knowledge of psychopharmacology is preferred

C: Competencies

Clinical	
Analytical Thinking and Decision Making	Intermediate/Advanced
Client Management within the Community	Intermediate/Advanced
Client Supports	Intermediate/Advanced
Commitment to Continuous Learning	Intermediate
Crisis Intervention	Intermediate
Documentation	Intermediate/Advanced
Human Development	Intermediate/Advanced
Mental Health/Concurrent Disorder/Dual Diagnosis	Intermediate/Advanced
Pharmacology	Intermediate
Screening and Assessment	Intermediate/Advanced
Service Planning	Intermediate/Advanced
Substance Use/Addictions	Intermediate
Behavioural	
Adaptability and Flexibility	Intermediate/Advanced
Collaboration	Intermediate/Advanced
Communication	Intermediate/Advanced
Diversity	Intermediate/Advanced
Ethics	Intermediate/Advanced
Interpersonal	Intermediate/Advanced
Professionalism	Intermediate/Advanced
Teamwork and Multidisciplinary Approach	Intermediate/Advanced
Functional	
Analysis and Problem Solving	Intermediate/Advanced



Knowledge of Community Resources	Intermediate
Organization and Planning	Intermediate/Advanced
Record and Information Management	Intermediate/Advanced
Technical (Computer Skills)	Intermediate
Technical (Cleaning)	Foundational
Technical (Cooking)	Foundational
Technical (Laundry)	Foundational

D: Other

- Valid driver’s license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

E: Working Conditions

- Works directly with individuals living with serious mental illness and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Works in an office setting and in the community, often in clients’ homes
- Works directly with individuals experiencing crisis including emotional, serious mental illness and/or addictions
- Works directly with individuals who experience crises, instability and various levels of functioning, and who are in conflict or are at risk of coming in conflict with the criminal justice system
- Works in a stressful environment where there are multiple mental and emotional demands. There is a high volume of work as well as the requirement to respond to emergent situations including supporting individuals who are actively suicidal
- Transports clients in personal vehicle

Approval/Revised Approval Dates:

Program Manager _____ Date _____

Program Director(s) _____ Date _____



**Canadian Mental
Health Association**
Haliburton, Kawartha, Pine Ridge

Human Resources Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date