



POSITION DESCRIPTION

Position Title:	Dual Diagnosis Case Manager		
Program Name:	Dual Diagnosis	Position Class:	7 CM
Reports To:	Program Manager – Dual Diagnosis and Lighthouse Community Centre	Location (Work Site):	Peterborough and/or Kawartha Lakes
Effective Date: July 2016		Review Date:	

Position Summary:

The Dual Diagnosis Case Manager provides case management to individuals living with a dual diagnosis through client centered support services that promote stabilization and independent living as mandated by the Ministry of Community and Social Services (MCSS). The Case Manager carries out these duties as a member of a multi-disciplinary team within CMHA HKPR. This includes providing individualized support and intervention to clients in their home and community, crisis intervention, assessment, identification of service plan goals and objectives, ongoing individual service planning and evaluation of measurable outcomes related to progress, coordination and consultation with other service providers, discharge planning or transfer of service.

Key Responsibilities (Activities)

1. Client Supports

- Defines professional role and function of case management with the client
- Identifies client needs and develops an Individual Service Plan (ISP) using the Ontario Common Assessment of Need (OCAN) with measurable goals, objectives and outcomes
- Assists clients in bridging social service systems, including income supports (ODSP, OW, etc.), psychiatric, medical, behavioural, vocational, educational, housing, and other support services as needed
- Assists clients in coordination and navigation of developmental service sector, including (but not limited to) resources available through the Regional Management Team (RMT), the Developmental Service Organization (DSO), and through the Specialized Network of Specialized Care (SNC)



- Is responsible for ensuring that all services and supports are provided in accordance with the Quality Assurance Measures (QAM) mandated in the Services and Supports to Promote the Social Inclusion of Persons with a Developmental Disability Act, 2008
- Provides needed support including development of a crisis plan and crisis intervention
- Advocates and refers, with the client's consent, for needed services and supports as identified in the ISP
- Develops, implements and assesses measurable psychoeducational interventions, using best practices and evidence-based approaches
- Provides mental health, developmental disorder, physical health and concurrent disorder information to individuals, care givers and other service providers
- Responds or assists in emergency/crisis situations

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 initial ISP (using the OCAN), and ensures the ISP remains current; renews the ISP every 12 months thereafter
- Completes all other necessary program documentation, e.g. required monthly Ministry stats
- Completes required documentation as described in the program staff manual, e.g. referrals for behavioural support plans, housing programs, etc.
- 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 services, e.g. groups, presentations and other programming

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

6. Quality Assurance Measures (QAM)

- Works in compliance with Quality Assurance Measures as outlined in Reg. 299/10 of the “Services and Supports to Promote Social Inclusion of Persons with a Developmental Disability Act, 2008”
- Works in compliance with all CMHA HKPR Quality Assurance Measures policies and procedures

7. 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



- Participates in MCSS compliance, audit and quality improvement activities (QAM) as required
- Participate in external committees as required, (e.g. Fetal Alcohol Spectrum Disorder Committee)
- Duties may change from time to time

Requirements of the Position:

A: Education and Training

This position requires successful completion of post secondary education in a social/health science discipline. A minimum of Developmental Service Worker or Social Services Worker diploma with relevant experience (see below) is required. A university degree in health or social science is preferred.

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:

- Formal education in Cognitive Behavioural Therapy for a developmental service population is preferred
- Formal education in Dialectical Behavioural Therapy for a developmental service population 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, post-graduation, working with persons with a dual diagnosis.
- Demonstrated ability to adapt treatment modalities to use with the dually diagnosed population.
- Demonstrated ability to work effectively with community partners.
- Demonstrated ability to be flexible, manage changing priorities and make quick 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
- Experience working within the developmental services sector in Ontario

C: Competencies

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



Professionalism	Advanced
Teamwork and Multidisciplinary Approach	Advanced
Functional	
Analysis and Problem Solving	Intermediate/Advanced
Knowledge of Community Resources	Advanced
Organization and Planning	Intermediate/Advanced
Record and Information Management	Intermediate
Technical (Computer Skills)	Intermediate
Cooking	Basic
Cleaning	Basic
Laundry	Intermediate

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 dual diagnosis 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 dual diagnosis and/or addictions
- Works directly with individuals living with Dual Diagnosis, mental illness, acquired brain injury, Fetal Alcohol Spectrum Disorder (FASD) and/or concurrent disorder, 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 mental and emotional demands. There is a high volume of work as well as the unpredictable work, life-threatening situations for others such as instances of suicide
- Transports clients in personal vehicle

Approval/Revised Approval Dates:



Program Manager _____ Date _____

Program Director(s) _____ Date _____

Human Resources Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date