



Position Description

Position Title:	Intake and Brief Services Worker		
Program Name:	Case Management & Justice Services Mental Health Intensive Case Management Program	Position Classification:	7 C.M.
Reports To:	Program Manager		
Effective Date:	August 2016	Review Date:	July 2017

Position Summary:

The Intake and Brief Services Worker provides intake, advocacy, referral and short-term brief intervention services to individuals presenting with mental health issues, a dual diagnosis or concurrent disorder. The Intake and Brief Service Worker promotes recovery using client-centered and strengths-based approaches and carries out these duties as a member of a multi-disciplinary team in an office-based setting. Services include comprehensive assessment, advocacy, referrals, consultation with other service providers, case presentations for determination of eligibility and crisis intervention as required. The Intake and Brief Services Worker provides individuals with brief service evidenced based clinical interventions that can alleviate the current level of acuity.

Key Responsibilities

1. Client Supports

- Define professional role and function of Intake and Brief Services with the client
- Provide intake, brief supports services and crisis intervention to clients, via telephone and in-person, by walk-in and by appointment
- Identify client needs and provides a comprehensive assessment, using the Ontario Common Assessment of Need (O.C.A.N.)
- Assist clients in bridging/navigating social service systems, including income supports (O.D.S.P., O.W., etc.), psychiatric, medical, behavioural, vocational, educational, housing, and other support services as needed



- Provide information, consultation and service coordination to clients, referral sources, caregivers and colleagues in order to connect clients to appropriate internal and external services
- Assess, develop, and implement measurable psychoeducational interventions, using best practices and evidence-based approaches, to assist in client stabilization, eventual independence, and discharge
- Make clinically appropriate treatment recommendations for service plans
- Work from a trauma-informed and concurrent-disorder-informed approach
- Provide needed support including development of a crisis plan and provides crisis intervention as appropriate
- Stay current on relevant legislation, best practices, treatment approaches, basic psychopharmacology and agency policies and procedures
- Work within formal and informal support systems to promote client stability and self-sufficiency
- Facilitate psychoeducational and therapeutic group programming as required
- Provide mental health, developmental disorder, physical health and concurrent disorder information to individuals, care givers and other service providers

Administrative Functions

- Maintain accurate intake and waiting list systems for the Case Management program and for Developmental Service Ontario
- Contribute to the Tenant Selection process for determination of eligibility for the Supportive Housing Program
- Present cases in order to determine client eligibility for services
- Coordinate timely and accurate case transfers to other service providers as required

2. Documentation

- Ensure 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
- Complete the O.C.A.N. assessment tool with clients
- Complete all other necessary program documentation e.g. internal and external referral forms
- Complete all required program-related data collection (e.g. statistics, outcome measures, etc.) in an accurate and timely manner



- Complete administrative tasks, e.g. expense claims, time sheets, Visa requests etc.

3. Other Activities

- Develop and promote collaborative partnerships with other service providers, agencies and community partners
- Participate 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

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

5. Health & Safety – Worker Responsibilities

- Work 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 participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to your supervisor or employer
- Report health and safety problems to your supervisor or employer
- Notify your supervisor if clarification of a policy, procedure or safe work practice is needed



- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-worker, supervisor, J.H.S.C. members and others

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

7. Quality Assurance Measures

- Q.A.M. does not apply to his position

8. Other Duties as Assigned

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate 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

This position requires successful completion of a university degree in health or social sciences. 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 shall be requirements for continued employment in this position:



- Health and Safety Training (including but not limited to the following):
 - G.H.S.
 - I.P.A.C.
 - Workplace Violence
 - A.O.D.A.
- A.S.I.S.T.
- N.V.C.I.
- O.C.A.N.
- C.R.M.S.
- First Aid/C.P.R.

Assets with regard to this position:

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

B: Related and Relevant Experience

Mandatory experience

- 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 assess and 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

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

C: Competencies

See Appendix A.

D: Other

- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

Working Conditions:

- Work directly with individuals living with serious mental illness and/or addictions, individuals who are experiencing emotional and/or mental health issues
- Work in an office setting and in the community, often in clients' homes
- Work directly with individuals experiencing crisis including emotional, serious mental illness and/or addictions
- Work 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



- Work 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

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