



Position Description

Position Title:	Urgent Response Case Manager		
Program Name:	Four County Crisis (4 C.C.)	Position Classification:	7 C.M.
Reports To:	Program Manager		
Effective Date:	January 2018	Review Date:	

Position Summary:

The Urgent Response Case Manager supports the urgent response process in compliance with Ministry of Community and Social Services Guidelines through the provision of time limited, outcome based and goal oriented case management services throughout the Haliburton, Kawartha Lakes and Pine Ridge quadrant.

This position provides limited, short term intensive case management services to individuals through developing and implementing goals and objectives to achieve successful outcomes for the individual and for the program.

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. The Case Manager position supports specialized client populations living with a dual diagnosis.

Key Responsibilities

1. Client Supports

- Define professional role, boundaries and function of case management with the client
- Provide case management services and supports on a short term basis
- Assess individual support needs, paying particular attention to health, safety and potential risk factors such as homelessness
- Identify client needs and develop Action plan and/or Crisis Plan using the Ontario Common Assessment of Need (O.C.A.N.) with measurable goals, objectives



and outcomes

- Monitor and evaluate progress of individuals supported by the position, documenting progress at all stages
- Support individuals to develop the skills required to achieve their goals. Encourage the individual to maintain independence while avoiding over-dependence on supports. Identify problem solving strategies as needed
- Attend appointments with the individual where support of guidance is required.
- Provide consultation and information to individuals and their families and other service providers when required
- Liaise with service providers and/or other sectors as necessary to identify appropriate responses to individual needs
- Provide verbal or written information about individuals, with informed consent, to community agencies and partners involved in supporting the individual
- Use all available resources, including funding, to ensure that individuals are supported according to their needs, which may include but not be limited to: accommodation, community participation, financial resources and health
- Assist clients in coordination and navigation of developmental service sector resources, including (but not limited to) resources available through the Adult Services Coordination Committee and Developmental Service Ontario (D.S.O.)
- Advocate and make appropriate referrals, with consent, for needed services and supports as identified in the client's service plan
- Stay current on relevant legislation, best practices, treatment approaches, basic psychopharmacology and agency policies and procedures
- Support the client's safety and wellness in the home environment as required
- Assist clients with medication reconciliation as required
- Provide mental health, developmental disorder, physical health and concurrent disorder information to individuals, care givers and other service providers
- Assist/intervene in emergency/crisis situations

2. Documentation

- Ensure all client documentation is accurately recorded in a timely manner, as required by agency and program policies and procedures e.g. consents, progress notes, service agreements, crisis plans, safety reports, risk assessments, medication reconciliations, Home Safety Risk Assessments, etc.



- Complete the O.C.A.N. assessment and planning tool (I.S.P.) with clients according to the established O.C.A.N. completion schedule for that program
- 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 in a timely manner, 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 annual compliance review, 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 and 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 self 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 the supervisor or employer
- Report health and safety problems to the supervisor or employer
- Notify the 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, Joint Health and Safety Committee. members and others

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety policies and procedures, 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 Program Manager or delegate.

7. Quality Assurance Measures (Q.A.M.)

- Work 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”
- Work in compliance with all C.M.H.A. H.K.P.R. Quality Assurance Measures policies and procedures

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

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 shall be requirements for continued employment in this position:

- Health and Safety Training (including but not limited to the following):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act (A.O.D.A.)
- Applied Suicide Intervention Skills Training (A.S.I.S.T.)
- Non Violent Crisis Intervention (N.V.C.I.)
- Ontario Common Assessment of Need (O.C.A.N.)
- Client Record Management Software (C.R.M.S.)
- First Aid/C.P.R.
- Quality Assurance Measures (Q.A.M)

Assets with regard to this position:

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

B: Related and Relevant Experience

Mandatory experience

- Three (3) years' experience related to case manager role



- Demonstrated experience and/or significant knowledge of working with client population with a dual diagnosis, 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 clients
- Demonstrated ability to be flexible, manage changing priorities and make quick decisions
- Demonstrated ability to be able to support the client holistically using the biopsychosocial model
- Demonstrated ability to work effectively with community partners
- Demonstrated ability to be creative in order to find solutions to problems
- 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 case management experience is preferred
- Experience working within the developmental services sector in Ontario (Dual Diagnosis)
- Working knowledge of psychopharmacology

C: Competencies

See Appendix A.

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



Working Conditions:

- Works directly with individuals experiencing crisis including emotional, serious mental illness and/or dual diagnosis and/or addictions
- Works directly individuals living with Dual Diagnosis, mental illness, acquired brain injury, Fetal Alcohol Spectrum Disorder (F.A.S.D.) 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

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Name

Employee Signature

Date