



Position Description

Position Title:	Justice Service Worker		
Program Name:	Case Management and Justice Services	Position Classification:	7 C.M.
Reports To:	Program Manager		
Effective Date: July 2017	Review Date: July 2017		

Position Summary:

The Justice Services Worker provides intensive short-term support and case coordination to individuals living with mental health issues, dual diagnosis, acquired brain injury, Fetal Alcohol Spectrum Disorder or concurrent disorder who are at risk of becoming, or who are in conflict with the criminal justice system. This involvement may include criminal courts or prior-to upon release from incarceration. Face-to-face client services will be provided in the Central East Correction Centre, the Lindsay and Minden courts and throughout the counties of Haliburton, Peterborough, Northumberland, and the City of Kawartha Lakes. These services are client centered and promote recovery and stabilization, with the goal of reducing the likelihood of reoffending.

The Justice Service Worker carries out these duties as a member of a multi-disciplinary team within C.M.H.A. H.K.P.R. and in collaboration with community partners, family members, police, as well as court and institutional personnel. This includes providing individualized support and intervention to clients including discharge planning, 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. The Justice Service Worker must demonstrate a professional and credible presence that bridges the Mental Health and Addictions system and the Judicial and correctional system.

Key Responsibilities

1. Client Supports

- Define professional role and function of Justice Services Worker with the client, developing a therapeutic rapport with the client
- Meet and consult with clients in Criminal Justice settings which may include: Central East Correction Centre, as well as, Peterborough, Lindsay and Minden courts
- Provide assertive outreach, intervention and case coordination supports to individuals involved in the criminal justice system
- Provide a comprehensive assessment of client needs, health and safety, risk factors, etc., using the Ontario Common Assessment of Need (O.C.A.N.) tool
- Assume short-term case management responsibility for coordinating the multi-dimensional support and wellness planning for clients in cases where there is not already a primary worker, providing overall case coordination and advocacy for clients as required
- Facilitate release planning, identifies supports needed and develops measurable goals and intervention strategies with time lines to assist clients to become stabilized and connected in their community
- Facilitate diversion plans and/or court support plans
- Provide both planned and crisis supports, responding to immediate needs with best practice and evidence-based clinical /therapeutic interventions, as well as harm prevention strategies
- Provide support to clients to navigate complex social systems – health, housing, income support/financial, legal, education, employment, etc.
- Advocate and negotiates on behalf of clients, when necessary
- Assist clients with medication reconciliation where medication management is a significant component of care
- Provide information and consultation to individuals, referral sources, families and colleagues in various programs and services within the correctional institution, the courts and the community
- Work with and educates clients, family members, natural supports and community partners about mental health and concurrent disorder issues
- Facilitate referrals to identified community resources
- Facilitate psychoeducational and therapeutic group programming as required



2. Documentation

- Document and maintain electronic client records (Intake and assessment forms, progress notes, correspondences, database files, etc.)
- Report and maintain program-related statistical data
- Complete administrative tasks including: timesheets, expense reports, vacation requests
- Complete O.C.A.N. assessments and other required documents in program and agency policies and procedures and standards

3. Other Activities

- Professionally and effectively liaise with the Central East Correction Centre, (i.e. programming staff, healthcare staff, etc.), judiciary professionals (lawyers, crown attorneys, court officials, probation officers, etc.) and various other community partners
- Participate in community outreach activities through the development of collaborative partnerships, participation on inter-agency committees and through presentations, education and visits to community agencies and services as appropriate
- Work independently and as part of inter-disciplinary team as well as with community partners to provide seamless, coordinated services
- Actively participate in community committees as required (e.g. Human Service and Justice Coordinating Committee)

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-workers, supervisor, Joint Health and Safety Committee 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. 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 university degree in the social/health science disciplines.

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
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- O.C.A.N.
- C.R.M.S.
- First Aid/C.P.R.

Assets with regard to this position:

- Master's degree in a relevant field
- Formal education in Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Trauma-Informed Care, Motivational Interviewing and Concurrent Disorders is preferred

B: Related and Relevant Experience

Mandatory experience

- Minimum of three (3) years related experience in the mental health, addictions and/or justice field
- Demonstrated solid clinical and therapeutic assessment and intervention skills



- Demonstrated knowledge of the criminal justice system including courts and correctional services
- Demonstrated excellent organizational skills, including demonstrated ability to self-manage time, multiple tasks and competing demands
- Demonstrated superior skills in communication, advocacy on behalf of clients, collaboration with inter-professional teams, consultation with professional colleagues in the justice/correctional system and the community
- Proven ability to work independently and demonstrate sound clinical judgment with respect to complex client situations
- Demonstrated excellent interpersonal skills, flexibility, and ability to work effectively at an individual, program and system level
- Demonstrated knowledge of psychosocial rehabilitation principles
- Demonstrated ability to work in clients' living and social environments
- Willingness to travel and transport clients in personal vehicle
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)
- Demonstrated tact, diplomacy, sensitivity
- Demonstrated creativity in developing solutions, engaging clients

Preferred experience

- Group facilitation skills would be an asset
- Experience and knowledge of regional community resources is preferred
- Working knowledge of psychopharmacology is preferred

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:

- Justice Services Workers work primarily out of the office in the City of Kawartha Lakes or Peterborough, however may be required to work out of either location from time to time.
- Works primarily in the community (program covers large geography) with some office time and some time spent in the institutional (Central East Correction Centre) and court settings
- Works directly with vulnerable and hard to serve individuals involved with the criminal justice system, who may be experiencing crisis including, emotional crises, serious mental illness and/or dual diagnosis and/or addictions

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date