



Position Description

Position Title:	Family Education Support Worker		
Program Name:	Lynx Early Intervention Program	Position Classification:	6
Reports To:	Program Manager		
Effective Date:	March 2017	Review Date:	November 2017

Position Summary:

The Family Education Support Worker (F.E.S.W.) is a member of an interprofessional team and provides support and education services to families, caregivers, community professionals, and to the broader community. The F.E.S.W. works collaboratively with members of the E.P.I. team including Psychiatrists, Nurses, Peer Support Workers, Clinical Case Managers, and the Public Educator and provides support to caregivers of loved ones with early psychosis.

The F.E.S.W. is also responsible for public education pertaining to psychosis and general mental health/mental illness.

(Specific to the Journeying Together program only, the F.E.S.W. provides individualized and group support to caregivers of individuals with any type of mental health issue.)

Key Responsibilities

1. Caregiver Support and Community Involvement

- Provide supports to caregivers to assist them in supporting their family member with mental illness
- Enhance understanding and provide appropriate information about early psychosis, mental health/mental illness, and the mental health system to family members and caregivers
- From a Family Systems perspective, provide psychoeducation and support to families to help them address their own issues related to the experience of having a family member with psychosis or other mental health concern



- Provide psychoeducation to caregivers including pharmacological-education, life skills, bridging the mental health system, stress reduction, and coping skills
- Provide families and community members with appropriate information and helpful assistance in linking with other service providers
- Collaborate with Lynx partner agencies in delivery of E.P.I. services
- Conduct outreach, marketing, and resource development activities in collaboration with community host agency and Lynx Team, as requested
- Organize, deliver and evaluate presentations, workshops, public forums, and special events on behalf of the Lynx Team, Journeying Together, and C.M.H.A. H.K.P.R.
- Facilitate educational and support groups for caregivers of individuals with psychosis or other mental health concerns
- Regularly liaise with community partners in various sectors (education, social services, health care) who could be potential referral sources for Journeying Together, providing appropriate information about the program
- Assist with supporting clients of the Lynx F.E.S.W. program across the four counties when program coverage required

2. Documentation

- Complete all documentation/statistical activities for C.M.H.A. H.K.P.R., Journeying Together, and the Lynx E.P.I. program, including monthly submission of Lynx statistics
- Accurate and timely completion of progress notes, as per agency policy, on client record keeping systems at each site of service
- Caregiver assessments
- Referral forms
- Accurate and timely completion of all other administrative documentation including time sheets, expense claims, vacation and time off requests, and training requests

3. Other Activities

- Contribute to the overall ongoing development of Lynx E.P.I. and Journeying Together programs
- Consultation regarding Lynx clients with other professionals including family physicians and specialists in a variety of fields



- Consultation regarding clients of Journeying together with other programs and services where appropriate
- Working both individually and as part of a inter-professional team to coordinate health services for clients and families of the Lynx program
- Actively participate in Lynx Clinical Team meetings as well as C.M.H.A. H.K.P.R. meetings
- On-going outreach and marketing with participation in resource development activities
- Organize, deliver and evaluate presentations, workshops, public forums and special events

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 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 post-secondary education in the social/health science disciplines. Consideration will be given to those with an equivalent combination of education and experience.

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:

- Completion of a Bachelor or Master's degree

B: Related and Relevant Experience

Mandatory experience

- Minimum of three (3) years' experience, post-graduation, providing mental health services in human services environments for persons with serious and persistent mental illness and/or their families
- Experience with family support and group facilitation
- Sound knowledge of mental health issues, service delivery systems and community development
- Sound knowledge of the Mental Health Act
- Demonstrated skills in public speaking
- Demonstrated knowledge of computer applications (Outlook, M.S. Office, databases)

Preferred experience

- Three or more years of mental health experience providing clinical case management to youth and young adults experiencing psychosis for the first time is preferred
- Concurrent disorder and dual diagnosis experience is an asset

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 primarily in office and hospital setting with some community appointments
- Regularly works in C.M.H.A. office setting and in satellite locations, this role includes considerable travel time between work locations
- Works directly with families of individuals living with serious mental illness, or who are experiencing symptoms of early psychosis
- Flexible hours required to meet the needs of families including group work and to provide public education
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date