



## Position Description

Position Title:	<b>Mental Health Case Manager – Hospital to Home</b>		
Program Name:	Four Counties Crisis	Position Classification:	7 C.M.
Reports To:	Program Manager		
Effective Date:	November 2017	Review Date:	

### Position Summary:

The Mental Health Case Manager is an experienced mental health clinician who works collaboratively with the mental health and emergency room interdisciplinary team within the hospital, as well as designated community service providers to reduce emergency department revisits. This position will address clients with mental health and addiction needs who are frequently using the Emergency Departments in Peterborough Regional Health Centre and Ross Memorial Hospital. Through provision of brief services, clients will receive support and referrals to enable them to seek alternate care for their needs other than attending the Emergency Department. As appropriate, discharge and brief services will be provided for mental health inpatients to facilitate successful reintegration into the community following hospitalization with the goal being to prevent readmission.

### Key Responsibilities

#### 1. Client Supports

- Provide crisis intervention for clients as required
- Coordinate and initiate referrals to community partners, other C.M.H.A. programs, and other Four County Crisis programs
- Provide brief case management support and services support, within the hospital, in the clients place of residence, and in the community
- Communicate with the interdisciplinary team as appropriate care plan and follow up plans for the client
- Facilitate or co-facilitate groups as appropriate
- Utilizes appropriate therapeutic approach when dealing with aggressive clients.



## **2. Documentation**

- Complete administrative tasks –case notes, time sheets, expense claims, vacation requests, assessments
- Document and maintain client records and reports within documentation timeframes
- Maintain and regularly submit current and detailed statistics pertaining to client interactions as per C.M.H.A. and Hospital protocol
- Participate in completion of O.C.A.N. assessments as appropriate

## **3. Other Activities**

- Liaise with hospitals, police, community partners etc.
- Develop and maintain effective working partnerships with Hospital staff and community partners
- Participate in community outreach activities through the development of collaborative partnerships and through presentations, education and visits to community agencies and services as appropriate

## **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 Occupational Health & 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, Information Systems Support and Privacy and Security committees, 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 Social Work, Nursing or a related degree in the health/social sciences,



**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:**

- Masters degree in a relevant field

**B: Related and Relevant Experience**

**Mandatory experience**

- 3-5 years of community of case management, mental health and clinical experience
- Demonstrated knowledge and skills in the provision of psycho-social assessment of individuals and families;
- Proven ability to demonstrate sound clinical judgment with respect to complex client situations
- Solid knowledge of psychiatric medications
- Comprehensive knowledge of relevant legislation
- Demonstrated ability to effectively manage a high volume case-load in a dynamic fast paced work environment
- Demonstrated ability to broker and coordinate community resources;
- Demonstrated ability to provide case management supports within a concurrent capable framework
- Demonstrated ability to support individuals using motivational interviewing and cognitive behavioral approaches is a strong asset



- Demonstrated ability to apply a person centered, trauma informed approach to care
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- Evidence of successful case management experience in an interdisciplinary team environment;
- Superior skills required in communication, advocacy on behalf of clients, collaboration with inter professional team, consultation with professional colleagues in the hospital and the community
- Effective written and verbal communication skills;
- Ability to work independently and in a team setting;
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks;
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases);

### **C: Competencies**

Refer to C.M.H.A. H.K.P.R Competency Matrix

### **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:**

- Work in an office setting and in the community, often in clients' homes
- Work in an office setting within CMHA, local hospital or Police station and in the community, and in clients' homes
- Work 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
- Work directly with families of individuals living with serious mental illness, or who are experiencing symptoms of early psychosis



- Work directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Flexible hours to meet needs of families
- Transport clients in personal vehicle
- 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