



Position Description

Position Title:	Short Term Case Manager		
Program Name:	Crisis Intervention	Position Classification:	7 C.M.
Reports To:	Program Manager		
Effective Date: July 2016		Review Date: October 2017	

Position Summary:

Short Term Case Managers provide clients up to 12 weeks of intensive community based support, within a client-centered Recovery oriented multi-disciplinary approach. The primary goals of service are to stabilize / alter / change circumstances that lead clients to their original crises, to promote relapse prevention and transition to longer term supports and recovery activities, including service coordination as required.

Key Responsibilities

1. Short Term Case Management

- Complete assessments of client needs, including health and safety and risk factors
- Assist with the identification of support needs and works collaboratively to develop short-term goals
- Includes client's identified supports in treatment plan
- Provide planned and crisis support
- Provide support with system navigation including health, housing, financial, legal, education, employment
- Advocate and negotiate on behalf of clients, when necessary
- Complete crisis plans and ensures communication of the plan with identified supports and community partners
- Facilitate referrals to identified community resources
- Organize and participate in case coordination, liaison and service planning in collaboration with the client
- Monitor and evaluate progress of intervention plans



- Work with C.I.W.s, Safe Beds staff and other C.M.H.A. staff/programs to support clients
- Utilize specialized interventions and counseling approaches, within a Recovery philosophy, according to evidence based best practices established for C.B.T., M.I., D.B.T., Trauma informed and C.D.
- Facilitate groups as assigned to clients in S.T.C.M., 4.C.C., and other C.M.H.A. H.K.P.R. programs, as required
- Provide mental health information/education to individuals, care givers, other providers

2. Documentation

- Complete formal written rationales and assessments evidencing recommendations/referrals for interventions
- Complete administrative tasks – O.C.A.N. assessments, case notes, time sheets, expense claims, time off requests etc.
- Document and maintain client records - hard copy and electronic data bases
- Proper entry of demographic and statistical data

3. Other Activities

- Liaise with hospital, police, community partners
- Participate in community outreach activities through the development of collaborative partnerships and through presentations, health/info fairs, education and visits to community agencies and services

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

- Report client safety incidents and suggested improvements to manager or delegate.
- 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

7. Quality Assurance Measures

Q.A.M does not apply to this 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



Successful completion of Bachelor's 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 (A.S.I.S.T.)
- Non Violent Crisis Intervention (N.C.V.I.)
- Ontario Common Assessment of Need (O.C.A.N).
- Client Record Management System (C.R.M.S.)
- First Aid/Cardiac Pulmonary Resuscitation (C.P.R.)

Assets with regard to this position:

- Master's degree in social/health services

B. Related and Relevant Experience

Mandatory experience

- Minimum of 3 years' experience in the delivery of case management and community supports to clients, especially within the mental health services field

Preferred experience

- Intermediate to advanced minus proficiency in French

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
- Intermediate to advanced minus proficiency in French is an asset
- Satisfactory references
- Ability to work remotely, for example from home, as required.



- Requirement to have reliable home internet service and the technology to complete work from a remote location, for example computer/laptop, telephone, etc

Working Conditions:

- Work in an office setting, community and clients' homes
- Work directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Work directly with individuals living in poverty who may live with a serious mental illness and/or dual diagnosis and/or addictions
- Required to work flexible hours
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Work in a stressful environment where there are mental and emotional demands, there is a high volume of work as well as unpredictable work, life-threatening situations for others such as instances of suicide
- Transport clients in personal vehicle
- Work in a remote location, such as personal home, as required

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date