

Position Description

Position Title:	Program Manager – Case Management & Intake		
Program Name:	Case Management and Intake - (Kawartha Lakes)	Position Classification:	5
Reports To:	Director of Programs and Services		
Effective Date: May 2020		Review Date:	

Position Summary:

The Manager of Case Management and Intake – Kawartha Lakes is responsible for the overall coordination and general management of the Mental Health Case Management and Intake program, which includes Community Treatment Orders (C.T.O.s), as well as brief services, in Kawartha Lakes city and county. This position oversees the provision of services provided by Intake/Brief Services Workers, Case Managers, an Acquired Brain Injury (A.B.I.) Case Manager and C.T.O. Registered Practical Nurse Case Managers, in order to provide a range of coordinated services for persons with mental illness, and/or concurrent disorders, and/or acquired brain injury, many of whom live in C.M.H.A. H.K.P.R. housing.

The Manager ensures that high standards of quality client care and professional conduct are maintained, and that services are provided using a range of evidence-based, best-practice approaches. Responsibilities include: program development, maintenance and evaluation, management and supervision of human resources, program and organizational quality improvement, risk management, monitoring staff scheduling, funder-required data collection and overseeing day-to-day budget expenditures. The Manager works with the Director of Programs and Services on program planning and service evaluation to enhance the provision of high quality community mental health and housing support services in Kawartha Lakes. In collaboration with the rest of the C.M.H.A. H.K.P.R. Management Team, this position provides co-leadership for the ongoing quality improvement of mental health service provision.

Key Responsibilities

- **Program and Organizational Operations**
 - Oversee day-to-day coordination and management of the Case Management and Intake program, including program development, implementation, maintenance and evaluation, using measurable outcomes
 - Monitor and ensure staff compliance with agency and program policies, procedures, processes and standards



- Further C.M.H.A. H.K.P.R.'s strategic goals and objectives as appropriate within the programs in the portfolio
- Work collaboratively with internal and external stakeholders to ensure ongoing program accountability
- With Director of Programs and Services, plan, develop, monitor and evaluate relevant programming to meet local community needs and enhance access in Kawartha Lakes
- Ensure program compliance with funders' financial guidelines, targets and operational mandates
- Actively participate in budget discussions, development and monitoring
- Work collaboratively with other departments to ensure effective and timely management of physical plant issues, (such as use of property, other tenants or neighbours)
- Assist with new and existing program development

- **Supervisory, Coaching, Team Building and Leadership**
 - Provide formal, regular and timely clinical supervision, direction and leadership to direct reports working in the Case Management and Intake program
 - Provide daily leadership (informal supervision) to direct reports, and occasionally to indirect reports in other programs – coaching, modeling, mentoring, motivating and leading staff
 - Implement the organization's performance management system within programs, inclusive of regular formal supervision meetings with all direct reports
 - Foster effective client service delivery and follow-through within each program and across other programs within the organization
 - Facilitate team meetings, encouraging teamwork and active participation from all team members
 - Complete staff performance appraisals and make recommendations regarding probationary staff, trial period and individual performance improvement needs
 - With Human Resources, actively participate in the recruitment and selection of new hires
 - Deliver and coordinate new employee program orientation and training, including initial meetings, development of orientation schedules, regular check-ins, and linking new staff with mentors and other workers
 - In consultation with Directors, recommend and coordinate implementation of training

- **Administration**
 - Create and approve schedules for direct reports in compliance with the collective agreement



- Complete regular reporting including: monthly program statistics and quarterly reports for the funder and any other reporting as required
 - Regularly review/audit program documentation including: client progress notes, O.C.A.N.s, care plans, behavioural plans, and policy-related documentation including risk assessments and crisis plans, to ensure staff compliance with program and policy standards, as well as to ensure service quality
 - Develop and maintain current operating procedures/manuals for programs
 - Complete and/or oversee administrative tasks including: bi-weekly scheduling, review and approval of timesheets, expense claims, time-off requests, training requests
 - Manage complaints, concerns, and inquiries related to client service or program matters
 - In consultation with Human Resources, fulfill all responsibilities required under the collective agreement.
- **Partnership and Alliances**
 - Develop and maintain positive working relationships and coordination of service with a variety of other service providers in the community
 - Promote the interests of the programs and the organization through a variety of formal and informal methods, including external committees, regular service coordination meetings, ad hoc workgroups, community education events, etc.
 - Participate in collaborative projects with working groups in the community, four counties and the region to monitor, evaluate and develop programs and services
- **Quality Improvement (Q.I.)**
 - As a member of the Management Team, collaborate in the development of a quality improvement culture across the organization
 - Actively participate in, and provide leadership to Q.I. committees to support coordination and service delivery as required
 - Provide support and leadership to quality improvement projects in the program portfolio(s), including development and monitoring of outcome measures
 - Develop, implement, evaluate and refresh program policies and procedures for the program(s), as required
 - Actively participate in the development of a sustainability program to ensure ongoing application of all Accreditation standards and Required Organizational Practices
- **Continuing Competency**
 - Stay current with administrative requirements, including relevant legislation, funders' operating standards, and all C.M.H.A. H.K.P.R. policies and procedures



- Stay current with evidence-based, best and leading practices for service provision, in order to provide supervision and leadership to promote high quality services (such as attending training and/or conferences, reading current literature, peer supervision)
- **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
- **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 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 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, supervisors, Joint Health and Safety Committee members and others
- **Health and Safety – Supervisory Responsibilities**
 - Review incident/safety reports for program areas, makes recommendations and follow up as necessary, informing Director of Programs and Services of any pertinent or significant incidents or events



- Review safety reports at team meetings
- Foster a safety culture
- Promote a safe and healthy environment, including physical office space, liaison with other programs in the work site, and property safety
- Ensure staff work in compliance with the *Occupational Health and Safety Act*
- Work closely with organization's Manager of Safety and Social Enterprise and C.M.H.A. H.K.P.R. safety-related committees as required

The Manager will also ensure that workers:

- Work in the manner and with the protective devices, measures and procedures required by the *Occupational Health and Safety Act* and the regulations
- Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn
- Are advised of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware
- Where so prescribed, are provided with written instructions as to the measures and procedures to be taken for protection of the workers
- Will take every precaution reasonable in the circumstances for the protection of the worker

- **Client Safety**

- Adhere to C.M.H.A. H.K.P.R. client safety programs, including verification and checking procedures as well as infection control and prevention procedures
- Maintain open lines of communication with clients, family members, and fellow staff to maintain highest quality levels for client safety
- Report client safety incidents and suggested improvements to the Manager of Safety and Social Enterprise or delegate

- **Other Duties as Assigned**

- Participates in the Manager-On-Call process as required, (approximately 3-4 weeks per year)
- Duties may change from time to time

Requirements of the Position:

A. Education and Training

Successful completion of a university degree in a social work, social science, or health science discipline is required to be considered for this position.

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role is required 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 and Control (I.P.A.C.)
 - 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 System (C.R.M.S.)
- First Aid/C.P.R.

Assets with regard to this position:

- Master's degree in a relevant field is preferred, such as Master's of Social Work or equivalent
- Formal education in any of Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Trauma-Informed Care, Motivational Interviewing and/or Concurrent Disorders is preferred
- Formal education in a range of management skills is preferred

B. Related and Relevant Experience

Mandatory Experience and Knowledge

- Minimum of five years' experience in the delivery of community mental health or addictions supports to clients

- Must have demonstrated knowledge of evidence-based, best and leading practices, service delivery models, treatment modalities, established standards and codes of practice for provision of community mental health supports and services
- Must have strong demonstrated experience/knowledge of the relevant client population, (community mental health and addictions), and presenting concerns
- Must have demonstrated experience in providing clinical supervision, including both theory and practice
- Must have significant demonstrated supervisory, program management and leadership experience in a multi-disciplinary setting
- Must have knowledge of privacy legislation, confidentiality, and consent management in a health care environment

Preferred Experience and Knowledge

- Experience/knowledge of O.C.A.N. and the Integrated Assessment Record (I.A.R.)
- Experience/knowledge of psychiatric medications and safe medication practices
- Experience/knowledge of duties to report and to warn under legislation (*Mental Health Act, Child and Family Services Act*)
- Experience/knowledge of the *Mental Health Act*
- Experience/knowledge of Community Treatment Orders (C.T.O.s)
- Experience/knowledge supporting staff to maintain appropriate documentation and program accountability
- Experience/knowledge of the mental health services system in Kawartha Lakes
- Experience/knowledge of supervising staff working alone in the community
- Experience/knowledge in the provision of services to transitional aged youth (T.A.Y.)
- Experience/knowledge of psycho-social rehabilitation principles (P.S.R.), recovery, and strengths-based approaches
- Experience/knowledge of budgets and budget processes
- Experience/knowledge of change management theory
- Experience/knowledge of conflict resolution practices
- Experience/knowledge of project management principles
- Experience/knowledge of electronic client information systems
- Experience/knowledge with statistical reporting and funder reporting requirements
- Experience/knowledge of Universal Precautions, legislated and organizational health and safety practices
- Experience/knowledge working in a unionized environment

C. Competencies

- See Management 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
- 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 providing clinical and administrative support to staff who support clients who are living with conditions such as serious and persistent mental illness, concurrent disorder, acquired brain injury, Fetal Alcohol Spectrum Disorder (F.A.S.D.) who are experiencing psychiatric, mental health, behavioural, and/or emotional issues; clients may regularly experience crises, instability and various levels of functioning
- There are multiple competing demands which require strong time management and organizational skills, the ability to be flexible and to regularly re-prioritize demands
- Work in a stressful environment where there is a high volume of work as well as the unpredictable work, and life-threatening situations for others, such as instances of self-harm and/or suicide
- Some evening, overnight, weekend and public and statutory holidays must be worked, to meet program demands and to fulfill Manager-on-Call obligations
- Work in a remote environment, such as a personal home, as required

Approval/Revised Approval Dates:

Program Director _____

Date:

I have read and understood the above position description.

Employee Signature _____

Date: