



**North Eastman Health Association Inc.
Job Description**

Mental Health Resource Coordinator

Position Summary

The Mental Health Resource Coordinator (MHRC) will assist in carrying out Housing & Support Plans under the supervision of the Mental Health Manager, and in collaboration with the mental health team. The MHRC works in accordance with the Mission, Vision and Values, and organizational policies and procedures of the North Eastman Health Association. This position is responsible for: locating housing that is safe, adequate, affordable and accessible; ensuring rehabilitative and supportive functions including skill building, creation and maintenance of formal and informal support networks, education and consultation with families as related to skill building and development of supports. The MHRC is also responsible for recruitment, orientation, matching and assigning proctors.

Reports To: Mental Health Manager

Union : MGEU – Professional Technical

Qualifications:

Education and Experience

- Post secondary education in a health, social services or community development field.
- Four years of related experience with people with mental health issues.
- Comprehensive knowledge and understanding of recovery & psychosocial rehabilitation.
- Personal experience as a consumer or family member of a consumer of mental health services preferred.

Knowledge, Skills and Abilities

- Demonstrated skills and competence to establish supportive, trusting relationships.
- Skills in assessing, planning, development and coordination of services.
- Able to use problem resolution skills to handle sensitive and complex issues related to multiple service involvement.
- Demonstrated supervisory or leadership skills.
- Excellent communication and interpersonal skills.
- Effective networking and agency relations skills.
- Valid driver's license and vehicle.

Position Duties and Responsibilities:

Recruitment of Proctors

- Plans for recruitment of Proctors to meet caseload needs by keeping abreast of current service demands and trends in service demands.
- Recruits staff to meet caseload needs according to recognized advertising channels and standardized recruitment process.

Orientation of Proctors

- Provides a planned program of orientation to each Proctor, including the NEHA Regional Orientation, explaining program philosophy, reporting relationships within the health care team, position responsibilities, program administration requirements with emphasis on completion of time sheets, the probation period, the supervisory and evaluation process, and training opportunities.
- Ensures that a complete orientation is presented to each newly hired Proctor prior to assignment to a client.

Assignment of Proctors

- Promotes a consultative approach with the Community Mental Health Worker (CMHW) or Intensive Case Manager (ICM) regarding direct service components of clients' care plans by:
 - Reviewing service requests received from CMW and ICM;
 - Responding to CMHW and ICM requested services;
 - Consulting with CMHW or ICM when service requests require clarification or modification, or when service requests cannot be met.
- In consultation with CMHW or ICM assigns Proctors to clients based on client information provided, ensuring that workers assigned are appropriately skilled to provide the service requested.
- Assigns Proctors, providing them with the current task sheets and specific instructions to meet client's needs prior to the commencement of an assignment advising of changes within assignments and/ or changed assignments.
- Documents and files information appropriately on employee files.

Scheduling of Proctors

- Schedules Proctors efficiently and effectively in accordance with program standards.

Supervision of Proctors

- Initiates supervisory visits to clients' homes to monitor and evaluate Proctor's performance against job descriptions, program standards and policies to ensure compliance with client's care plans.
- Identifies performance strengths and weaknesses of Proctors, provides direction and ensures in-service training in accordance with program guidelines.
- In consultation with the CMHW or ICM conducts a formal performance assessment of each Proctor at the conclusion of the probationary period and an annual performance evaluation thereafter.

Residential Care and Supported Housing

- Provide assistance to the Manager in the development of and ongoing operation of Approved Homes, according to Provincial Residential Care Licensing Standards.
- Liaison with Residential Care Providers related to public relations, complaints management and management of expectations associated with the Manitoba Health Residential Care Subsidy.
- Collaborate with the person needing housing, the CMHW or ICM, and the client's support team to learn his or her housing choices and the supports needed.
- Link with community resources regarding the availability of rental units, fair market values, rental subsidies, home ownership programs, and tenant, landlord, and homeowner responsibilities.

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- Develop and maintain a housing registry.
 - Assess factors that impact on housing decisions such as personal, social and cultural issues.
 - Locate affordable and safe housing with public and private providers.
 - Employ advocacy skills to develop, retain or access housing.
 - Coordinate, link and broker access to supports and services to make housing livable and stable.
 - In instances where no other resource is available and there is an urgent need, liaise with resources to access housing services and advocate for client and family needs.
 - Work in conjunction with other service providers, participating as a team member to assist with accessing housing.

Administration

- To ensure that Proctor hours claimed are the hours authorized:
 - Verifies time sheets submitted by Proctors where schedules are maintained manually.
 - Reconciles various reports where schedules are computerized.
- Completes required reports, records and documents in accordance with program requirements and service deadlines.
- Participates in other administrative duties as assigned.

Resource Management

- Identifies and prioritizes workload on a systematic basis for self and staff.
- Maximizes resources to meet service needs.
- Consults with Manager and program staff as required.
- Interprets and administration of the collective agreements.
- Identifies resource development needs, service trends and gaps in district and communicates information to Manager.
- Responsible for ensuring accuracy and approval of all direct service staff MSSP documents (eg. Biweekly timesheets, mileage claims, employee registration and benefits) and meeting service deadlines.
- Responsible for collection of statistical information as required.
- Processes and approves workers compensation claims, sick leave, requests for records of employment for proctors.

Other

- Documents linkage to service and participates in evaluation of the intake system and assists with the implementation of recommendations.
- Follows protocols and practice standards regarding all legal requirements such as PHIA and FIPPA.
- Participates in staff training and development.
- Participates in Quality Management and Strategic Planning activities as part of the Regional Mental Health Team.
- Maintains personal knowledge and education to ensure it is current.

Revised: _____
Date

Approved by: _____ Date
Manager/ Supervisor

Approved by: _____ Date
Vice President/ CEO

Reviewed by: _____ Date
Director, Human Resources

NOTE: Original Signed and Dated September 30, 2003