



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

**Mental Health Worker – Intake Urgent Care**

**Position Summary**

As a member of a multi-disciplinary team, the incumbent works with the target population defined by the Mental Health Program to enable this target population to achieve optimal health and well being through applying the plans, policies, and resources of the Mental Health Program.

**Reports to:** Mental Health Manager

**Qualifications:**

1. Education & Experience
  - Bachelor of Science in Mental Health or Bachelor of Nursing with active applicable registration, or Bachelor of Social Work, or Bachelor of Medical Rehabilitation
  - Two years of recent directly related experience.
  - Or a Registered Psychiatric Nurse/RN with four years of recent directly related experience
  - Advanced Certificate in Community Child and Adolescent Psychiatry
  - Other combination of education and experience may be considered.
2. Knowledge, Skills and Abilities
  - Demonstrated communication abilities, both written and oral;
  - Ability to work independently
  - Ability to maintain positive working relationships.
  - A valid driver's license and vehicle is required.

**Position Duties and Responsibilities:**

1. Accepts and manages services to clients at the point of intake to ensure that proper assessment and initial service response occurs. To achieve this the incumbent:
  - Receives referrals
  - Reviews referral information/gathers additional data
  - Analyzes
  - Determines eligibility for Mental Health Program (intake assessment).
  - Re-directs where appropriate
  - Seeks consultation where required
  - Develops an initial case plan
  - Provides crisis intervention where necessary
  - Provides feedback to referral source
2. Provides mobile crisis services for children under the age of 15, and other populations as necessary.

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3. Case Manages (or assists Case Manager) clients on waiting list to ensure proper service responses to meet identified needs. Where Case Manager, incumbent will:
    - Ensure implementation and evaluation of care plan
    - Monitor case progress
    - Deliver professional services (treatment).
    - Meet legal/professional requirements
    - Establish case management links with other resources
    - Provide leadership in ensuring case conferences occur as required
  
  4. As a Mental Health Specialist, incumbent serves as a resource to other staff and to the community by:
    - Acting as a consult on mental health issues
    - Assisting in professional and public education programs
    - Assisting in the development of new/additional community resources and services
    - Maintaining ongoing support to community resources and services
    - Serving as a team representative an various community functions
    - Attends team meetings and committee meetings as required.
  
  5. Maintains the administrative standard required by the region and the Mental Health Program re:
    - File openings, upkeep, transfers, closings
    - Use of minimum data base
    - Use of program forms and other required forms
    - Aware of relevant legislation
    - Attends training and development programs as identified with Program Manager.

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Vice President/ CEO Date

Reviewed by: \_\_\_\_\_  
Director, Human Resources Date

**NOTE: Original Signed and Dated July 19, 2007**