



North Eastman Health Association Inc. Job Description

Mental Health Worker Intensive Case Management

Position Summary

The Intensive Case Management position covers all of North-Eastman. The incumbent is a member of a multi-disciplinary team, works with the target population defined by the Mental Health Program, to enable this population to achieve optimal health and well being through applying the plans, policies, and resources. Also, provides assertive, long term, flexible case management service to adults with severe and/or persistent mental illnesses. The focus of the assessments and intervention are rehabilitative in nature.

Reports to: Mental Health Manager

Qualifications:

1. Education and 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 Registered Psychiatric Nurse / Registered Nurse with four years of recent directly related experience.
- Other combination of education and experience may be considered.
- In depth knowledge of Psycho Social Rehabilitation
- Demonstrated clinical expertise in Psycho Social Rehabilitation

2. Knowledge, Skills and Abilities

- Demonstrated communication abilities, both written and oral.
- Ability to work independently.
- Ability to maintain positive working relationships with clients, families and colleagues.
- A valid driver's license and a vehicle are required.

Position Duties and Responsibilities:

1. Accepts and manages services to client at the point of intake to ensure that proper assessment and initial service response occurs by:
 - receiving referral information/gathering additional data, analyzing, determining eligibility, re-directing where appropriate, seeking consultation where required.
 - develop an initial case plan, provides cirrus intervention where necessary, provides feedback to referral source.
2. Is Case Manager (or assists) in ongoing cases to ensure proper service responses to meet identified needs. Where Case Manager the incumbent:
 - ensures implementation and evaluation of care plan, monitors case progress, delivers professional services, meets legal/professional requirements.(Where assisting ensures the delivery of legal and professional services and

- requirements.)
- establishes case management links with other resources, provides leadership in ensuring case conferences occur as required.
3. Act as mental health specialist the incumbent services as a resource to other staff to the community by:
 - acting as consultant 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 at various community functions and attends team meetings and committed meetings as required.
 4. As Intensive Case Manager collaborates with other systems, organizations and individuals from hospital and community to ensure a well-coordinated service system. Pursues case management activities independently and in concert with other professionals, agencies and groups, monitors the quality of care and/or supervision clients receive from resources, identifies problems and possible solutions for resource use and collaborates for service improvement.
 5. Assess needs and provides interventions with the client on the basis if client-centered rehabilitation plan:
 - selects clients who meet the target population and mandate, assess functioning and resource needs in relationship to the primary goals, develops plan together with client, implements a plan for prioritized skill and resource development, and monitors progress in the community in relation to stated client goals and objectives.
 6. Respond to crisis and maintain established treatment goals:
 - assess crisis situations and ensure immediate attention to resolve situations satisfactorily, monitor mental health status, record changes in signs and symptoms, report change in status to associated treatment personnel, carry out provision on the Mental Health Act pertaining to involuntary examination/admission to a psychiatric facility.
 7. Supervise proctors in their skill and development work with clients:
 - establish a skill development plan, specify actions or interventions required, evaluate outcomes.
 8. Maintains the administrative standards required by the region and the mental health program re:
 - file openings, upkeep, transfers and closings, use of minimum database, use of program forms and other required forms and being aware of relevant legislation, and attends training and development program as identified with Team Coordinator and/or Program Manager.

Revised: _____
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Human Resources Manager Date

NOTE: Original Signed and Dated March 18, 2001