**JOB DESCRIPTION**

**Position Title:** Intensive Case Management Worker

**Program/Location:** Mental Health Support Program/Lanark

**Reports to:** Director of Mental Health Services and Connections

**Role Summary**

The Intensive Case Management Worker (ICMW) is responsible to assist youth with service integration as they transition from child and adolescent mental health services to adult mental health services. This is a highly independent position that requires meeting clients alone in the community. The ICMW is responsible to the youth by assessing their individual needs, supporting them in mental health wellness and facilitating connection to resources within ConnectWell and/or in the broader health care community. This position works closely with the mental health and primary care teams at Lanark and collaborates with the broader social services and health community.

**POSITION REQUIREMENTS**

1. **Education**
* A Baccalaureate degree in Social Work, Counseling, Psychology, Social Science or Health related field (or equivalent education and experience)
1. **Professional**
* Three to five years’ experience in the mental health field, providing community-based mental health services including crisis intervention, group work, referral and advocacy for clients with complex issues
* Experience working with disadvantaged, vulnerable and at risk clients
* Experience working in an independent outreach position, meeting clients alone in the community or in their homes
* Experience in case management, completing assessments, interviewing and assessing client needs, counseling for substance abuse and goal setting
* Experience with application of a variety of screening and assessment procedures and tools
* Experience in engaging people with significant barriers to accessing health, social services and housing
* Experience working with difficult client behaviors, working within a harm reduction framework
* Experience in service integration and transition from child to adult mental health services
1. **Key Competencies**
* Demonstrated ability to work effectively as a member of an interdisciplinary team
* Excellent communication skills, both oral and written
* Experience and understanding of rural communities and rural health needs
1. **Work Conditions**
* Valid Driver’s License and use of a vehicle
* Ability to work in a face-to face or virtual environment
* Extended period of sitting while working
* Ability to work flexible hours

**POSITION RESPONSIBILITIES**

* Complete comprehensive client assessments.
* Develop individualized client treatment/rehabilitation plans.
* Facilitates access to other services and programs for the client and their families to support their treatment plan, which may requires a fair amount of travel with clients as a part of their treatment plan or linking the client to other services.
* Ensure continuity of care is maintained through the transition from adolescent to adult services.
* Attends to, and acts on, opportunities to provide assistance through practical supports (i.e. arrange for transportation to specialist visit, forms – ODSP, OW, etc.).
* Engages clients by increasing awareness of available programs and services that may assist with promotion of healthier lifestyle and behavior choices.
* Provides information to, and assists clients in identifying health and service needs.
* Communicates information between ConnectWell staff, clients and families to support healthy outcomes.
* Participates in case conferences and provides care coordination to clients/families with the goals of improving outcomes for those with complex conditions.
* Coordinates access, refers to appropriate internal resources and services including scheduling appointments for clients as appropriate with allied health/health promotion staff.
* Documents in electronic health record in accordance with ConnectWell policy and procedures to support client care and team communication.
* Liaises with community groups and other agencies to provide referral information.
* Assumes other related duties, as required.

**Standard ConnectWell Employee Responsibilities**

As an employee of ConnectWell, this position is responsible for the following:

**Administrative**

* Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
* Submits records of time worked and time off in a timely manner
* Maintains and develops professional competence, and where applicable, a professional license to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
* Complies and adheres to all applicable ConnectWell policies and procedures

**Organizational Responsibilities**

* Respects and values the diversity of the community and individuals
* Supports the organization’s student placement programs
* Contributes to the organization’s work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and accreditation
* Contributes to the organization’s practices of hiring, orienting and training of employees
* Participates actively in team meetings
* Consults with and provides support to team members and other ConnectWell employees regarding professional issues
* Participates in the development of policies and procedures by providing feedback in the organization’s policy development process
* Works in a manner that incorporates health promotion and recognizes the determinants of health
* Participates in team and individual professional development opportunities

**Occupational Health & Safety**

This position must also work within the scope of all legislative and ConnectWell Health and Safety policies. In this capacity, the employee:

* Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health & Safety Act (Section 28)
* Must read and follow all ConnectWell Occupational Health & Safety policies
* Works safely in consideration of the following job hazards: noise, workplace violence
* Participates in Occupational health & Safety training as required:
* AODA
* WHMIS
* Employee Safety Training
* Other (as required)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature Date