

	JOB DESCRIPTION	
	Position Title: Program: Service: Accountable to:	DISTRICT ADULT MENTAL HEALTH CASE MANAGER Mental Health and Addictions District Mental Health and Addictions District Mental Health and Addictions Services Manager
Issued By: Date Issued:	Date Revised: Classification:	May 10, 2017

PURPOSE AND SUMMARY

Under the direction of the District Mental Health and Addictions Services Manager, the District Adult Mental Health Case Manager is responsible for the continuous implementation of the case management system. This includes ensuring regular, appropriate documentation on all clinical files; regular conferencing/reviews of relevant cases; evaluating system effectiveness and recommending necessary changes; ensuring the current development, treatment, and psycho-social needs of adults in care are met by participating in the provision of assessment and counselling. Priority is given to clients who may be high risk and have complex needs that are multidisciplinary in nature, i.e. clients who are at risk of being hospitalized. Liaison and bridging of mental health and addictions services between the in-patient hospitals based programs, residential services and the services in the community are a priority. The primary responsibility is to ensure the provision of case management and counselling services for adults that is consistent with the philosophy, policies and standards established by Dilico Anishinabek Family Care.

The District Adult Mental Health Case Manager will be responsible for the implementation of integrated services delivery from the point of intake to discharge for all assigned adults receiving services.

DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

Under the direction of the District Mental Health and Addictions Services Manager and using the professional resources from within the multi-disciplinary clinical team, the District Adult Mental Health Case Manager is responsible for:

- a. Providing intake services for adults who are identified as having mental health, dual diagnosis and/or addictions symptoms at the time of the referral;

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- b. Coordinating the timely access to mental health, developmental and/or addictions services for adult clients who have complex needs;
- c. Ensuring all clients who are at risk of being hospitalized are prioritized;
- d. to enhance crisis intervention services for individuals referred;
- e. to reduce the harm associated with substance misuse among Aboriginal and First Nation individuals struggling with serious and concurrent mental health issues;
- f. to provide crisis services to adults struggling with concurrent mental health and substance abuse disorders or dual diagnosis disorders;
- g. providing counselling services to adults including consultation, family assessments, therapy and follow-up for all clients relevant to the service in accordance with agency's mandate, policies and procedures;
- h. coordinating the provision of counselling services to adults where the Agency is unable to provide this service;
- i. ensuring the continuous implementation of the case management system and ensuring regular, appropriate documentation and written reports on all clinical files in keeping with the standards and procedures of Dilico Anishinabek Family Care;
- j. providing a "bridge" which links both service systems, supports improved access to service and facilitates coordinated plans of care;
- k. assisting and working with clients to navigate the addictions, mental health and developmental systems, i.e. accessing housing, income supports, and where needed, long-term case management and or treatment;
- l. ensuring the ongoing case management of adults with a serious mental illness; the case management will include the provision of psychiatric consultation services;
- m. ensuring the development of comprehensive and appropriate recommendations regarding counselling are provided in the initial assessment;
- n. monitoring and evaluating service delivery and counselling progress of adults accepted for service;
- o. providing intensive case management and counselling to adult clients accepted for service;
- p. from the point of admission to discharge, providing on-going input and feedback of possible interventions with respect to quality and relevance, for assigned adults;
- q. ensuring the necessary frequency of treatment reviews occurs in accordance with Mental Health Act Standards, and the standards of accreditation;
- r. completing certification for standardized assessment tools;
- s. administering required Mental Health and Addictions assessments: ADAT, GAINS, OCAN
- t. ensuring the necessary collaboration, when requested to do so, with Bands and Anishinabek communities occurs in accordance with the Mental Health Act;

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- u. ensuring the necessary collaboration with community resources and advocacy occurs with or on behalf of assigned adults;
- v. participating in crisis management situations as may be assigned by the District Mental Health and Addictions Services Manager;
- w. participating constructively and appropriately in short and long-term planning for the adults in District Mental Health Services;
- x. providing consultation services and linkages for adult clients from the District and accessing resources in the City of Thunder Bay;
- y. collaborating with First Nation Bands and communities and related agencies in the provision of services to Anishinabek adults when requested to do so;
- z. conducting good public relations;
- aa. participating constructively in evaluating District Mental Health and Addictions Services system effectiveness and recommending necessary changes to the District Mental Health and Addictions Services Manger.

2. Organizational Responsibilities

As a representative of Dilico, the Employee is responsible for:

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- f. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- g. ensuring accuracy, confidentiality and safekeeping of agency records;
- h. participating constructively in the supervision process with the immediate Manager.

QUALIFICATIONS

1. Education

A minimum three-year Bachelor of Social Work Degree or related degree required. A MSW is preferred.

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2. Work Experience

- a. Three or more years direct service and counseling with adults, particularly Anishinabek clients is required
- b. Experience working with Anishinabek children, families and communities.
- c. Significant demonstrated experience in family intervention and/or group facilitation is required
- d. Experience in working in a multi-disciplinary environment
- e. Significant demonstrated knowledge of community services related to is position is required

3. Skills/Abilities

- sound knowledge of the Anishinabek culture and the principle issues affecting the mental health of Anishinabek children, families and communities in the City and the District of Thunder Bay;
 - sound knowledge of the positive traditional influences that could promote mental health and wellness of Anishinabek children and families in the District of Thunder Bay. The ability to promote and apply Anishinabek Culture, values, traditions and teachings in the work of the Child and Family Team where appropriate;
 - developing and maintaining respectful, cooperative working relationships with Anishinabek children, families, communities and service workers to promote an integrated, seamless delivery of service;
 - ability to understand or speak an Anishinabek language would be considered an asset;
- a. effective skills related to:
 - i. written and oral communication;
 - ii. problem-solving;
 - iii. decision making;
 - iv. case management;
 - b. the ability to effectively:
 - i. follow direction, and work with little or no supervision as may be required;
 - ii. work as a member of a team;
 - iii. manage crisis situations with adults;
 - iv. coordinate and evaluate on-going counselling both in terms of staff skills and effectiveness of intervention;
 - v. work within the policies, procedures and the philosophy of Dilico Anishinabek Family Care;
 - vi. provide case management to clients with serious mental illness;
 - vii. work sensitively with persons with special needs;
 - c. a working knowledge of:
 - i. systems theory as it applies to Anishinabek families, school, community and social service organizations;

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- ii. an understanding of the Mental Health Act;
- iii. the culture and issues affecting Anishinabek people in and around the district of Thunder Bay

CONDITIONS OF EMPLOYMENT

- a. satisfactory Criminal Records Search;
- b. a valid Standard First Aid/CPR Certificate is required;
- c. work flexible hours according to the needs of clients;
- d. may have some travel to the First Nations communities in and around the District of Thunder Bay;
- e. work in the homes and locations familiar to families;
- f. posses a valid Class “G” Driver’s License, and
 - i. have access to a personal vehicle;
 - ii. carry satisfactory liability insurance;
 - iii. produce a satisfactory driver’s record;

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.