

	JOB DESCRIPTION		
	Position Title: Program: Service: Accountable to:	MENTAL HEALTH ADULT CASE MANAGER (IN-CITY CONCURRENT DISORDERS) Mental Health and Addictions Adult Residential Treatment Addiction Services Manager	
Issued By: Date Issued:		Date Revised: Classification:	December 12, 2011

PURPOSE AND SUMMARY

Under the direction of the Addiction Services Manager, the In-City 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 hospital-based programs and the services in the City of Thunder Bay and within the district communities are a priority. The In-City Mental Health Adult Case Manager will be responsible for consulting with the Residential Counseling Team at the Adult Residential Treatment Centre for complex clients that are attending the residential treatment program. The primary responsibility is to ensure the provision of case management and counseling services for adults that is consistent with the philosophy, policies and standards established by Dilico Anishinabek Family Care.

The In-City Mental Health Adult 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 Addiction Services Manager and using the professional resources from within the multi-disciplinary clinical team, the In-city Mental Health Adult Case Manager is responsible for:

- a. coordinating the timely access to mental health services for adult clients who have concurrent or complex needs;
- b. ensuring all clients who are at risk of being hospitalized are prioritized;

- c. coordinating the provision of counselling services to adults in care including consultation, family assessments, therapy and follow-up for all clients relevant to the service in accordance with agency's mandate, policies and procedures;
- d. 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;
- e. providing a "bridge" which links both service systems, supports improved access to service and facilitates coordinated plans of care;
- f. assisting and working with clients to navigate the addictions and mental health system, i.e. accessing housing, income supports, and where needed, long-term case management and or treatment;
- g. ensuring the ongoing case management of adults with a serious mental illness; the case management will include the provision of psychiatric consultation services;
- h. ensuring the development of comprehensive and appropriate recommendations regarding counselling are provided in the initial assessment;
- i. monitoring and evaluating service delivery and counselling progress of adults accepted for service;
- j. providing intensive case management and counselling to adult clients accepted for service;
- k. 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;
- l. ensuring the necessary frequency of treatment reviews occurs in accordance with Mental Health Act Standards, and the standards of accreditation;
- m. completing certification in the MOHLTC required Standardized Assessment Tools;
- n. administering Ministry required standardized mental health and addictions assessments;
- o. ensuring the necessary collaboration, when requested to do so, with Bands and Anishinabek communities occurs in accordance with the Mental Health Act;
- p. ensuring the necessary collaboration with community resources and advocacy occurs with or on behalf of assigned adults;
- q. participating in crisis management situations as may be assigned by the Adult Residential Treatment Services Manager;
- r. participating constructively and appropriately in short and long-term planning for the adults in Mental Health Services;
- s. providing consultation services and linkages for adult clients from the District and accessing resources in the City of Thunder Bay;

- t. collaborating with First Nation Bands and communities and related agencies in the provision of services to Anishinabek adults when requested to do so;
- u. conducting good public relations;
- v. participating constructively in evaluating Mental Health and Addictions Services system effectiveness and recommending necessary changes to the 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 requirement of an HBSW or related degree complemented by significant experience and demonstrated skill in related work will be considered. A MSW is Preferred.

2. **Work Experience**

- a minimum three (3) years case management experience with adults in the field of addictions and mental health is required;
- extensive experience, training and knowledge of Anishinabek culture and language.

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 Ojibway or Oji-Cree would be considered an asset.
- a. effective skills related to:
- written and oral communication;
 - problem-solving;
 - decision making;
 - case management.
- b. the ability to effectively:
- follow direction, and work with little or no supervision as may be required;
 - work as a member of a team;
 - manage crisis situations with adults;
 - coordinate and evaluate on-going counselling both in terms of staff skills and effectiveness of intervention;
 - work within the policies, procedures and the philosophy of Dilico Anishinabek Family Care;
 - provide case management to clients with serious mental illness;
 - work sensitively with persons with special needs.
- c. a working knowledge of:
- systems theory as it applies to Anishinabek families, school, community and social service organizations;
 - and understanding of the Mental Health Act;
 - the culture and issues affecting Anishinabek people in and around the district of Thunder Bay
 - Understanding and/or speaking the Ojibway language would be considered an asset.

CONDITIONS OF EMPLOYMENT:

- satisfactory Criminal Records Search;
- a valid Standard First Aid/CPR Certificate is required;
- work flexible hours according to the needs of clients;
- may have some travel to the First Nations communities in and around the District of Thunder Bay;
- work in the homes and locations familiar to families;
- possess a valid Class "G" Driver's License, access to a personal vehicle; carry satisfactory liability insurance;

- medical and up to date immunization records.

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.