



POSITION DESCRIPTION

POSITION TITLE: Proctor	DEPARTMENT: Mental Health & Addictions
CLASSIFICATION: Community Mental Health – Proctor III	APPROVED BY: Regional Lead – Community & Continuing Care
UNION: CUPE	DATE APPROVED: February 2007

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Community Mental Health Worker

POSITION PURPOSE

As an integral part of the Mental Health & Addictions Program, the Mental Health Proctor III provides services and supports to individuals, as well as groups of individuals experiencing multiple needs due to severe mental illness, and who require intensive input in order to maintain themselves in the community. The client and the Community Mental Health Worker identify specific goals and activities for proctor involvement, in keeping with principles of consumer empowerment. The focus of Proctor III services will be on providing rehabilitation and recovery- oriented intervention, within the client's natural and chosen environment.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Participates in the development of the Individual Service Plan together with the client and the Community Mental Health Worker, addressing goals specific to the client's recovery and rehabilitation.
- As per Individual Service Plan, assists clients in strengthening skills in areas of Health Maintenance Personal Care, Interpersonal and Communication, Recreation / Learning / Working, Household Maintenance, Nutrition, Personal Finances and Self-administration of medication, etc.

- Development of day-to-day plans with the client as supervised by the Community Mental Health Worker.
- Implements specific interventions identified to achieve identified goals.
- Monitors and evaluates client progress; providing feedback to the client and Community Mental Health Worker on a regular basis.
- Provides crisis support to clients under the direction of the Community Mental Health Worker.
- Liaises with various resources, (hospital, recreational, etc.) as directed by the Community Mental Health Worker.
- Maintains confidentiality with the client's personal health information under the guidelines of PHIA.
- Administrative requirements and development
 - Ensures safety and security of Proctor back-pack and advises Community Mental Health Worker when maintenance is required.
 - Maintains records of client contacts / interaction to be discussed with Community Mental Health Worker.
 - Submits timesheets, mileage claims and expense claims on a timely basis.
 - Participates in meetings and committee work as negotiated.
 - Consults and meets with Community Mental Health Worker for supervision on a regular basis.
 - Maintains skills by reading and attending in-services and education programs as established by the region.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 or GED equivalent, as well as completion of formal mental health modules. Other combinations of education and experience may be considered.

EXPERIENCE REQUIRED:

- Two years volunteer / work related experience.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Understanding of Consumer Empowerment and Recovery principles.
- Ability to perform the physical and emotional demands of the job.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required
- Proficiency of both official languages is essential for target and designated bilingual positions
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums

- Demonstrated ability to meet the physical and mental demands of the job
- Good work and attendance record
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000.00

THE ABOVE REPRESENT GENERAL CORE QUALIFICATIONS FOR THE POSITION AND MAY VARY AS NECESSARY TO THE OPERATION OF THE SERVICE.

COMPETENCIES

Consistent with RHA Central's values of Integrity, Caring and Excellence, the incumbent must possess the following competencies that incorporate and reinforce these values:

CORE COMPETENCIES:

- **Client Focused** - The desire to recognize, validate and meet the needs of our external and internal clients on a continuous improvement basis.
- **Diversity Awareness** - Understands and is sensitive to the needs of a diverse population and adjusts interactions appropriately to foster fair treatment and opportunity for all.
- **Adaptable** - The ability, flexibility and willingness to change behavior and opinion in accordance with best practices, and across different environments and cultures
- **Interpersonal Skills** - Effectively interacts with internal and external clients in a mutually respectful manner
- **Development of Self and Others** - Develops skills and knowledge in self, colleagues, and clients, based on learning and communicating best practices
- **Problem Solving** - The ability to assess what the problems are, form a plan toward the solution of the problem(s) and initiate the action necessary to resolve the problems in an adaptable, flexible and ethical manner
- **Planning and Organizing** - Incorporates a keen sense of reality and fundamental decision-making skills in order to decide in advance what needs to be done and how it is to be done
- **Organizational Awareness** - Knowledge of the internal structure, programs, services and external partnerships and understands how their position fits with the RHA Central organizational structure
- **Integrity/Accountability** - Understands and adheres to the organization's norms and standards of ethical behavior
- **Leadership** - The ability to take charge and initiate actions toward the achievement of goals.

WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions
- May work occasionally evenings and weekends as necessary
- Will be required to travel to other regional facilities as the position duties may require

SALARY SCALE:

As per CUPE Collective Agreement

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.