



POSITION DESCRIPTION

POSITION TITLE: Mental Health Outreach Coordinator	DEPARTMENT: Mental Health & Addictions
CLASSIFICATION: Mental Health Outreach	APPROVED BY: Regional Lead – Community & Continuing Care
UNION: MGEU Professional Technical	DATE APPROVED: January 11, 2021

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Manager, Health Services - Mental Health & Addictions Program

POSITIONS SUPERVISED: Community Mental Health Workers, Crisis Workers, Housing Support Workers & Proctors

POSITION PURPOSE

Reporting to the Manager of Adult/Intensive Case Management, Child and Adolescent and Crisis Services, the Mental Health Outreach Coordinator works within the guidance of the Regional Management Team as a lead clinician. This role includes the responsibility of supporting client care and services in accordance with Southern Health-Santé Sud's community mental health program goals and service delivery models. Responsibilities include applying advanced clinical judgement, evidenced based practices, continuous quality improvement while enhancing client access and navigation to services, monitoring program indicators, client flow and desired outcomes. The incumbent assists all staff to respond effectively to clients and families, within a family centered care approach, achieve continuous growth, engage in critical thinking, and provides support to staff with complex clinical presentations. The Mental Health Outreach Coordinator supports program change initiatives, standardized, innovative and safe practices for both clients and staff, and identifies learning and practice development needs for staff in maintaining clinical competencies.

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:

- Within a person and family centered approach, provides leadership to staff that supports ultimate client care navigation, coordination of care and case management within recovery oriented practices.
- Adheres to all Southern Health-Santé Sud and mental health program policies, procedures and guidelines and ensures that program goals and standards of care are met.
- Maintains a client caseload to maintain service flow within programs and professional clinical competencies.
- Participates in enhanced communication with staff to ensure appropriate comprehensive prioritization of service delivery and informs the Regional Manager if any issues or concerns arise.
- Guides staff in prioritization of client services, and participates in client service reviews with staff.
- Develops training materials and orientation for new staff.
- Assists staff to maintain clinical expertise and competency as new evidenced based practices are developed and introduced, including the development and maintenance of resource material and specific educational training for community mental health workers.
- Ability to work collaboratively with others within established partnerships and client support systems.
- Responds to caseload inquiries, managing referrals for service, monitoring of service waitlists, assignment of cases to Community Mental Health Workers, group/class coordination and co-facilitation; all within the guidance of the Regional Management Team.
- Assists the Regional Management Team with staff interviewing, scheduling, and vacancy management.
- Provides input to assist in the employee performance review process and personal professional development program, as required.
- 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.

PERFORMANCE MEASUREMENTS

1. Successful completion of probation.
 2. Biannual performance conversation.
 3. Works within established guidelines and competencies as evidenced by reviews and audits
 4. Performance is measured against ability to carry out requirements of this position description.
 5. Adheres to Professional Standards of Practice and Code of Ethics.
 6. Practice is congruent with Southern Health-Santé Sud core values, strategic plan, policies, and procedures.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Graduate of an accredited post-secondary education in a health related social sciences program (e.g. BSW, BScMH, BScPN, BN, RPN, MOT).
- Other relevant educational qualifications and experience may be considered.
- Health Care Management and/or Health Care Leadership Certification are an asset.
- Maintains an active license and registration to practice in good standing with the appropriate college, and professional association meeting provincial legislation. Full professional registration with an approved regulatory body without any restrictions to service provisions and able to support the entire age spectrum serviced by the regional program.
- Certificate in Applied Suicide Intervention Skills Training (ASIST).

KNOWLEDGE REQUIRED:

- Knowledge and understanding of all aspects of mental health services.
- Advanced mental health psychosocial assessment skills and knowledge of appropriate evidence informed therapeutic counseling models, approaches and interventions.
- Advanced knowledge of human development theory and mental health concerns typically identified for various populations across the age spectrum including signs and symptoms of mental illness.
- Knowledge of recovery principles in the treatment of mental illness.
- Knowledge and understanding of co-occurring mental health and substance use disorders.
- Knowledge of commonly prescribed psychotropic medications for mental disorders across the age spectrum.
- Knowledge of mental health self-help and client and family engagement in mental health treatment.
- Knowledge of the complexities of clinical work and various client populations, as well as the issues faced by caregivers and other service systems.
- Knowledge of relevant legislation and standards in Manitoba i.e. Personal Health Information Act, Mental Health Act and others as specified by Southern Health-Santé Sud and program area.
- Proficiency with MS Office suite of programs and other technological applications (i.e. telehealth, and virtual platforms).

EXPERIENCE REQUIRED:

- Minimum of three (3) years acute mental health and/or supervised counselling experience in the last five (5) years.
- Experience in providing mental health services for adults or children and adolescents or adults with serious mental illness, or senior's mental health.
- Experience in completing psychosocial assessments and mental status examinations.
- Team leadership experience and the ability to create a space where all opinions are valued and people are free to share.
- Other suitable combinations of education and experience may be considered.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated experience in leadership, program coordination and supervisory skills.

- Demonstrated ability to problem solve in complex situations and effectively manage rapidly changing situations.
 - Demonstrated written and oral communication skills.
 - Demonstrated ability to complete a psychosocial assessment, including mental status examination, preparing diagnostic impressions, and identifying crisis intervention plans.
 - Demonstrated computer literacy in software programs.
 - Demonstrated organizational, decision making and problem solving skills.
 - Demonstrated ability to prioritize in a changing environment.
 - Demonstrated ability to work collaboratively within a multi-disciplinary team and across service sectors.
 - Given the cultural diversity of our region, the ability to respect and promote a cultural 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.
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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.
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SALARY SCALE:

As per MGEU Professional Technical Collective Agreement Salary Scale.

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.