Interlake-Eastern
Regional Health Authority

POSITION DESCRIPTION

POSITION TITLE: PROCTOR III

DEPARTMENT: MENTAL HEALTH AND ADDICTIONS

CLASSIFICATION: PROCTOR III

UNION: MGEU – COMMUNITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO: MENTAL HEALTH RESOURCE COORDINATOR

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

Under the direction of the Mental Health Resource Coordinator (MHRC), the Proctor III functions as a member of a multidisciplinary team. The Proctor III provides service to individuals experiencing multiple needs due to mental health illness and who may also require intensive support in order to maintain living in the community. Specific recovery goals and activities are identified by the client and the Community Mental Health Worker (CMHW). The focus of the Proctor III services will be providing rehabilitative and crisis supports in the areas of social, behavioural life skills, self-care, medication self-administration, coping skills, etc. The position of Proctor III functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

Interlake-Eastern RHA is committed to responding to the Truth and Reconciliation Commission of Canada's Calls to Action and creating working environments free of racism for both clients and employees. All staff members are encouraged to seek and identify patterns of harm towards Indigenous, black and marginalized clients and employees and to take actions to disrupt any form of racism. Collectively and individually, we are growing cultural competency capacity by implementing the region's anti-racism action plan.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Provides Rehabilitative and Crisis Support Services to Individuals

- Establishes an effective working relationship with individual.
- Refrains from imposing own beliefs, values and life style on individual.
- Demonstrates respect for individuals' feelings, need for confidentiality, privacy, routine, and lifestyle when supported.
- Provides crisis support under the direction of the CMHW.
- Establishes and maintains professional boundaries with individual.
- Fosters independence by teaching and strengthening skills in such areas as self-care, behaviour and social skills, communication skills, coping skills, self-help and in accessing and using community resources etc.
- Implements specific interventions identified by the CMHW to achieve identified goals and assist individuals in their recovery.
- Supports individuals to learn coping skills in relation to employment readiness/ vocational skills, as identified by the CMHW.
- Monitors individuals progress; reports feedback to the CMHW and/or to the MHRC via verbal communication as needed or identified quarterly on Person-Centred Plan.
- Carries out scheduled activities with the client under the supervision of the MHRC and direction of the CMHW including but not limited to:
    - Prompts individuals to clean and do laundry.
    - Teaches meal preparation.
    - Assists with grocery shopping and budgeting.
    - Accompanies individuals to community programs for employment assistance/volunteer placement.
- Assists with bedbug treatment preparation.
- Facilitates weekly groups and monthly outings to increase socialization.
- Provides transportation to and assistance at medical appointments.

Maintains Accountability

- Under the direction of the CMHW and in collaboration with the client, participates in the development of and follows the Person-Centred Plan.
- Communicates with the CMHW and/ or MHRC in a timely fashion if any concerns arise or if any significant changes are observed in the individual.
- Follows individual assignments and schedules as outlined by the MHRC.
- Organizes work according to client needs and assigned tasks.
- Works within the program guidelines. Reports to the MHRC when unable to carry out tasks.
- Maintains individual confidentiality following the Personal Health Information Act (PHIA) and Freedom of Information and Protections of Privacy Act (FIPPA) legislation.
- Completes and submits timesheets and mileage reports within expected deadlines.
- Participates in case reviews, recovery meetings, case conferences, systems meetings and committee work as needed.
- Completes Occurrence Reports according to instructions within expected timelines.
- Coordinates orientation to program, employment conditions, and position responsibilities.

Demonstrates Appropriate Code of Conduct

- Demonstrates commitment and cooperation.

- Demonstrates ability to work independently.
- Understands and works within the role of the Proctor.
- Accepts and complies with the program policies and procedures.
- Follows "Ethics and Responsibilities" of the Proctor Program and adheres to the Interlake-Eastern Regional Health Authority's Conflict of Interest Policy.

Education

- Participates in case conferences, staff/team meetings, and in-services as requested by the MHRC.
- Identifies own learning needs and participates in goal setting to enhance work performance.
- Attends and participates in program and organizational education opportunities as required and appropriate.

Prevents the Spread of Communicable Disease

- Follows communicable disease protocol for universal precautions for handling blood and body fluids.
- Demonstrates knowledge of communicable disease control in the performance of duties.
- Demonstrates knowledge of standards of safety and sanitation including guidelines for hand washing.
- Maintains a safe and sanitary environment.

- Pursuant to the Health System Governance and Accountability Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- May be required to perform other duties and functions not exceeding skills and capabilities as indicated in this position description.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12.
- Completion of an educational training program in the area of mental health.
- One-year related volunteer/work experience with individuals with special needs preferred. Other combinations of education and experience may be considered.
- Peer Support Training and experience preferred.
- ASIST (Applied Suicide Intervention Skills Training) is required or must be obtained within 6 months of employment.
- MHFA (Mental Health First Aide) is required or must be obtained within 6 months of employment.
- NVCI (Non-Violent Crisis Intervention) preferred.

REQUIRED KNOWLEDGE:

- Understanding of individual empowerment and the recovery model.

- Knowledge of major mental illnesses and interventions.
- Understanding of the issues faced by individuals experiencing a mental illness.
- Knowledge of community resources.

SKILLS/COMPETENCIES:

- Ability to provide safe, effective supports in a manner that considers each individual's need for privacy, dignity and respect.
- Ability to assess, teach and demonstrate basic life skills.
- Ability to communicate effectively both verbally and in writing.
- Good interpersonal skills.
- Ability to work independently and as a member of a mental health care team.
- Demonstrated ability to apply critical thinking skills.
- Valid Manitoba driver's license and must adhere to the Interlake-Eastern RHA's policy on fleet vehicles.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Manitoba Association of Safety in Healthcare (MASH), Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as

described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facilities' Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created:	_____	
	Date	
Revised:	August 2025	
	Date	
Approved by:	_____	August 22, 2025
	Regional Manager/ Supervisor	Date
Approved by:	_____	February 10, 2026
	Vice President/ CEO	Date
Reviewed by:	_____	February 10, 2026
	Vice President, Human Resources	Date

Position 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 position 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.