



POSITION DESCRIPTION

POSITION TITLE:	MENTAL HEALTH RESOURCE COORDINATOR
DEPARTMENT:	MENTAL HEALTH
CLASSIFICATION:	MENTAL HEALTH RESOURCE COORDINATOR
UNION:	MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER – MENTAL HEALTH
POSITIONS SUPERVISED:	MENTAL HEALTH PROCTORS

POSITION SUMMARY

The Mental Health Resource Coordinator works under the supervision of the Clinical Team Manager – Mental Health and is responsible for the recruitment, orientation scheduling, supervision and evaluation of Mental Health Proctors. As a member of the Mental Health team, the incumbent supervises and ensures the efficient and effective delivery of individualized proctor support services to eligible Mental Health Program participants by coordination of Proctors in accordance with program standards, policies and person-centered plans developed by the Community Mental Health Worker (CMHW)/ Intensive Case Manager (ICM). The position of Mental Health Resource Coordinator functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

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

Recruitment

- Responsible for initiating recruitment of Proctors based on identified need; liaises with the Clinical Team Manager – Mental Health and Human Resources Department regarding recruitment strategies and activities.

- Screens, interviews and selects Proctor.
- Completes employment documentation for all successful applicants and forwards to payroll department.

Orientation

- Coordinates orientation to program, employment conditions, and position responsibilities.

Resource Coordination (Scheduling and Assigning)

- Receives and reviews individual referral and person-centered plan from the CMHW/ICM and schedules appropriate resources for the individual's plan based on recovery goals.
- Consult with the CMHW/ICM when service requests require clarification or modification, or when services cannot be met.
- Assigns duties to the appropriate Proctor, ensuring that staff assigned is appropriately skilled/trained to provide services requested in accordance with the person-centered plan, Workplace Safety and Health requirements, MGEU Community Support Collective Agreement and Mental Health policies and guidelines.
- Provides assigned workers with assignments and client information.
- Schedules staff in a cost effective manner with a minimization of overtime.
- Manages and audits verification and processing of employee timesheets, mileage reports and program expenses.
- Troubleshoots payroll concerns as required.
- Notifies assigned Proctor of changes or termination of service as they occur and updates schedules accordingly.
- Approves and schedules coverage for employees who are ill, on leave of absence and/or vacation.
- Provides individual information and appropriate schedules to replacement staff.
- Responds to any questions from employees or individuals related to the scheduled services.
- Liaisons with community support i.e. Food Bank, CSU, Mental Health Support Centers, Hospitals, etc.
- Consults with CMHW/ICM to prioritize person-centered plan requests and to address any individual concerns related to scheduled service.
- Contributes constructively to individual recovery meetings.
- Schedules Proctors into training sessions and communicates this to staff.
- Adheres to PHIA and FIPPA legislation.
- Ensures documents and employee information is sent to Human Resources for placement on the personnel file.

Employee Supervision

- Provides supervision to Proctors primarily through telephone direction, structured office supervision, team/staff meetings and on-site visits as required.
- Consults with the CMHW/ICM, or Clinical Team Manager – Mental Health – as needed to provide supervision to Proctors.
- Provides information, direction, and consultation regarding changes in service plan, program policies, or guidelines and assists with problem solving as required.
- Provides clinical direction, support and coaching regarding client situations.
- Receives and investigates complaints and occurrence reports involving staff. Submits to the Clinical Team Manager – Mental Health in a timely manner.

- Attends Graduated Return to Work meeting with employee and works alongside the Interlake-Eastern Regional Health Authority Disability Management Officer to ensure gradual return to work programs are created for employees requiring same.
- Ensure the provisions of the Collective Agreement are met with Proctors, including administrative processes related to Worker's Compensation m sick leave, assignment and seniority lists.

Employee Evaluation

- Monitors and assesses staff performance on an ongoing basis, identifying and resolving problems related to standards of performance, in consultation with the Clinical Team Manager – Mental Health.

Education and Learning

- Provides preceptorship opportunities to new employees.
- Understand the core elements of recovery orientation can be practiced in any mental health setting and how this orientation can be applied to diverse populations.
- Engage regularly in reflective practice to continuously increase knowledge, examine their own work, mindsets, and habits, and make progress in supporting recovery.
- Commit to learning from people with lived experiences of mental health problems and illnesses about how the service can best support their recovery efforts.
- Continuously develop knowledge in recovery-oriented learning and practice.
- Acknowledge the importance of being inclusive and seeking to maximize opportunities for people to exercise self-direction and take responsibility of their own recovery.
- Aware of relevant legislation, such as, but not limited to, The Personal Health Information Act, The Mental Health Act, and the Child and Family Services Act.
- Pursuant to the Regional Health Authority 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

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Recognized post-secondary certificate and/or diploma in a health related field or Human Resources preferred.
- ASIST Certificate (applied suicide intervention skills training) required.
- MHFA Certificate (mental health first aide) preferred.
- Combination of education and work experience may be considered.

REQUIRED KNOWLEDGE:

- Demonstrated knowledge and understanding of cultural diversity as it relates to clients and staff.
- Experience with scheduling.
- Knowledge of mental health problems and illnesses.

- Knowledge of community resources and procedures related to accessing the available services.
- Knowledge of and the ability to work within the psychosocial rehabilitation and mental health recovery model.

EXPERIENCE REQUIRED:

- Minimum two (2) years directly related experience in coordination and scheduling human resources in the delivery of service to clients.
- Minimum two (2) years supervisory experience preferably within a unionized environment.
- Minimum two (2) years' experience working in the mental health field.

SKILLS/COMPETENCIES:

- Skills in assessing, planning, development and coordination of services.
- Good Problem solving skills.
- Proficiency in computerized systems; Electronic Medical Records, Windows, Excel.
- Class 5 Driver's License required.
- Excellent verbal and written communications skills.
- Ability to establish and maintain effective interpersonal working relationship.
- 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 adherence to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.

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

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

Created: _____
Date

Revised: _____
May 2018
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
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.