



---

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	INTENSIVE CASE MANAGER
<b>DEPARTMENT:</b>	MENTAL HEALTH
<b>CLASSIFICATION:</b>	COMMUNITY MENTAL HEALTH WORKER
<b>UNION:</b>	MGEU – TECHNICAL PROFESSIONAL

---

## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	CLINICAL TEAM MANAGER – MENTAL HEALTH
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

---

## POSITION SUMMARY

As a member of the multi-disciplinary team, the Intensive Case Manager (ICM) works with the target population defined by the Mental Health Program to enable the individuals to achieve optimal health and well-being through applying the plans, policies and resources of the Mental Health Program. Treatment approaches will be assertive, long-term and flexible in nature to meet the needs of adults with enduring mental health diagnoses. The focus of assessments and interventions are rehabilitative in nature, working within models of Psychosocial Rehabilitation and Recovery. In addition to rehabilitative services the incumbent will work to coordinate a range of services including; specialized mental health treatment, crisis response service, general health, housing, income support, protection and advocacy, individual outreach services and general support to family/natural supports, peer and community network. The position of ICM 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:

- Provides intensive case management to individuals that require increase assistance in order to live successfully in the community.
- Brokers services for the individual.

- Provides services to individuals that ensure appropriate assessment and service response.
- Accept, prioritize and co-ordinate referrals.
- Complete a comprehensive, strengths-based, recovery-oriented mental health assessment in a collaborative manner.
- Develops a recovery plan in a collaborative manner with the individual, family/natural supports, ICM team, and other service provider.
- Facilitate ongoing communication regarding recovery plans and progress of plans to the individual, family/natural supports, primary health care provider and other service providers involved.
- Completes and updates recovery plan at the annual recovery meetings.
- Schedules recovery meetings for all individuals on caseload and ensures that individual's identified family/natural supports other services providers are invited and encouraged to attend.
- Facilitates recovery meetings while ensuring that the meeting follows the recovery meeting guidelines.
- Exhibit competency in recovery practices such as providing individual assistance with effective coping skills in order to regain independence in the community and mastery over their own recovery practice.
- Assist the individual in articulating personal goals for recovery. Support individuals in identifying and creating goals and developing recovery plans with the skills strengths, supports and resources to aid them in achieving those goals.
- Assist individuals in determining the steps they need to take in order to achieve goals and self-directed recovery.
- Utilize tools such as the Wellness Recovery Action Plan (WRAP) to assist individuals in creating their individual wellness and recovery plans.
- Serve as a recovery agent by providing and advocating for effective recovery based care.
- Provides follow up of ongoing care in accordance with treatment plans.
- Maintain clinical documentation as per program/regional standards, including the use of electronic medical record.
- Complete non-clinical documentation, paperwork and processes as per program/regional standards.
- Provides feedback to the individual, family/natural support and referral source.
- Provides services to individuals deemed Not Criminally Responsible (NCR) and follows required legislation of the Review Board.
- Works in collaboration with the Provincial Forensic services for NCR individuals.
- Liaise and consult with external resources as required, in keeping with the requirements of the Personal Health Information Act and the Mental Health Act.
- Follow standard protocols for urgent care and emergency treatment.
- Provides crisis intervention where necessary.
- Develops collaborative relationships with the Office of the Public Guardian and Trustee, family services systems, in-patient services and other systems involved in the individual's circle of care.

### **Clinical Consultation**

- Consult with and work with in collaboration with other members of the individual's care team, inclusive of primary health care providers.
- As part of the team/treatment plan provides individual planning and direction to Proctors and acts as a resource/mentor.

- Actively participates in clinical consultation and self-development activities.

#### **Program Planning, Analysis and Education**

- Participate in strategic and program planning.
- Provide data and prepare reports as requested.
- Participate in regular staff and program evaluations.

#### **Education, Teaching, Learning and Research**

- Collaborate, co-ordinate and/or participate in the development and presentation of educational programs.
- Collaborate to assist with the development and deliver educational material to the public.
- Promote a climate of clinical inquiry. Actively participate in Recovery Meetings and team consultation.
- Critically review current literature and research articles, and communicate and apply clinically significant findings.
- Provides preceptorship opportunities within the program to students and colleagues, when appropriate.
- Demonstrate clinical competence in a variety of therapeutic treatment modalities.
- Develop innovative approaches for complex practice issues.
- 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 of 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.*

#### **OTHER:**

- Performs other duties as assigned.

---

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

#### **Performance Measurements:**

- Demonstrated ability to perform as evidenced by satisfactory job performance evaluations.
- Demonstrated ability to take the initiative/motivation for self-development and keeping abreast of current evidence based practices.
- Maintains licensure and competencies.
- Active in team development.
- Works autonomously and seeks supervisory assistance in a timely and appropriate manner for any areas of identified concern.
- Demonstrated compliance with recovery based principles.

## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- B.Sc. M.H, B. Sc. P.N, RPN, BN, RN, BSW, or MOT.
- Licensure with the applicable professional designation.
- ASIST Certificate (Applied Suicide Intervention Skills Training) required.

### **REQUIRED KNOWLEDGE:**

- Knowledge in clinical assessment, treatment models and interventions.
- Knowledge of mental health problems and illnesses, including signs, symptoms, treatment and prognosis of mental illness and emotional distress.
- Knowledge of co-occurring disorders, i.e. addictions and mental health.
- Knowledge and range of intervention modalities, including psychosocial rehabilitation, motivational interviewing, crisis intervention, supportive counselling.
- Knowledge of and ability to work within the mental health recovery model.
- Knowledge of community resources and procedures related to accessing the available services.
- Knowledge of psychopharmacology.
- Knowledge of the Personal Health Information Act, The Mental Health Act, The Child and Family Services Act, and other relevant legislation.

### **EXPERIENCE REQUIRED:**

- Minimum of two (2) years' experience working relevant mental health area – required.
- Two (2) years' direct experience in the area of mental health crisis management preferred.

### **SKILLS/COMPETENCIES:**

- Excellent verbal and written communication skills
- A positive attitude toward learning, growth and health
- Demonstrated ability to problem-solves complex situations and manage sensitive issues.
- Ability to relate and interact with individuals of diverse cultural and economic backgrounds.
- Proficiency in Microsoft Office applications (Word, Excel, and PowerPoint).
- Ability to use electronic medical record (Accuro).
- Flexible scheduling is required to balance individuals' needs and enhance service delivery to improve access.
- Good physical and mental health to meet the demands of the position required.
- Valid driver's license and vehicle are required.
- 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.
-

**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 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 facility’s 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. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

---

Created: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
February 2017  
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.*