

**WINNIPEG REGIONAL HEALTH AUTHORITY  
POSITION DESCRIPTION**

**DATE:** June 7, 2017  
Sept 23, 2021  
Nov 16, 2022

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**POSITION TITLE:** Community Mental Health Worker

**JOB CODE:** 30002090

**UNION:** MAHCP

**DEPARTMENT:** Community Child and Adolescent Treatment Services

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**SUPERVISOR'S TITLE:** Team Manager

**SUPERVISORY RESPONSIBILITIES:** none

**EDUCATION:**

- Graduate from an approved program: BSW, OT, BSc PN, RPN, BN, RN, Masters of Marriage and Family Therapy or related health human service degree.

**EXPERIENCE:**

- Three to five years' experience working with children, adolescents, adults and families.
- Equivalent combinations of education and experience may be considered.

**OTHER SKILLS AND KNOWLEDGE REQUIRED:**

- Knowledgeable and skilled in recovery-oriented practice.
- Knowledge and understanding and ability to work within the bio/psycho/social/spiritual model of mental health.
- Effective networking, partnership and collaboration skills.
- Comprehensive knowledge and expertise in assessment, crisis intervention, and wellness, recovery and service planning.
- Able to use problem resolution skills to handle sensitive and complex issues related to multiple service involvement.
- Exceptional ability to coordinate resources and provide interventions and support to individuals with complex needs and multi-system involvement.
- Skill/training in several of the following areas: clinical assessment; individual therapy, family therapy, group therapy, play therapy, systems intervention.
- Knowledge of child and adolescent development, stages of family development, systems theory, and the biopsychosocial model to mental health.
- Knowledge of models of community based mental health service delivery.
- Excellent organizational, communication and interpersonal skills.

- Ability to work in an integrated community setting as a member of a multidisciplinary team serving diverse populations and presenting issues.
- Ability to balance work requirements, including consultation with other professionals and service providers as required.
- Expertise in the area of mental health, including co-occurring substance use issues.
- Knowledge of the principles of trauma-informed care, equity, cultural safety and diversity.
- A sound understanding of mental health, population health, health promotion, and primary health care.
- Demonstrated ability to problem-solve complex situations and manages sensitive issues.
- Proficiency in computerized systems including Windows environment, word processing, email, and databases.
- Adheres to all safety and health regulations and safe work practices.
- May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- Ability to travel to meetings at various locations and see individuals in community settings.
- Flexible scheduling is required to balance individual needs and consultation schedules.

#### **LICENSES, REGISTRATIONS:**

- Current licensure or registration as per professional designation required.
- Requires a valid driver's license and vehicle.

#### **Overview of Community Mental Health Program:**

“Our Vision is Healthy People, Vibrant Communities, Equitable Care for All”. To bring this vision to reality the WRHA Mental Health Program provides an integrated and comprehensive range of mental health services and supports primarily for residents of Winnipeg across the healthcare continuum that support and promote recovery. The Program endeavours to ensure access to the right combination of services, treatments and supports across the lifespan, providing seamless transitions from intensive to less intensive services. Through collaboration and partnership across various health, social service and community sectors the program strives to promote mental health and well-being for all, to reduce inequities and the impact of mental health problems and to work towards sustainability of mentally healthy individuals and communities.

#### **MAIN FUNCTION:**

The Community Mental Health Worker is responsible for the delivery of direct client service including the following: assessment, implementation and evaluation of clinical services to clients/families; clinical case management; establishment of effective working relationships with clients, families, supervisors, colleagues, and other agencies. These functions are undertaken in accordance with the organizational policies and procedures, Standards of Practice and Code of Ethics as outlined by the incumbent's professional licensing body.

## **COMMUNITY CHILD AND ADOLESCENT TREATMENT SERVICE**

The Community Child and Adolescent Treatment Services offers community-based mental health services to children, adolescents and their families. In addition to the treatment modalities mentioned above therapy services include the following: screening/assessment; critical incident intervention; acute treatment and consultation; systems consultation and community education. These services are provided through a range of human service disciplines. Service is determined according to the needs of the client and family and may include general outreach services and general engagement and support to family and natural supports. The setting and duration of treatment will also vary according to client/family need. Easy access to service is promoted via flexible work schedules. At times service may be provided through partnership with other community agencies. The position will report to the Team Manager

### **POSITION DUTIES AND RESPONSIBILITIES:**

#### **Engagement:**

- Assertively connects with individuals and their natural supports to clarify expectations, needs and role.
- Establishes a trusting, therapeutic relationship.

#### **Assessment:**

- Conducts assessments to determine service requirements for individuals who have complex needs or issues related to mental health concerns.
  - Includes mental and physical health needs, substance use, functioning in the community, need for supports and services, access to service, risk to self and others, medication management, housing, education and employment, recreation and leisure, personal supports.
  - Initial and ongoing monitoring of client mental status, ensuring psychiatric consultation as required
  - Identifies priorities, gathers and integrates appropriate collateral information.
  - Negotiates a clear and focused treatment plan with client and family.
  - Conducts suicide risk assessments.

#### **Service Planning:**

- Develops person-centred, goal-focused service plans, based on the assessment, considering Stages of Change, Level of Involvement, individual strengths, and individual choices, which facilitate personal recovery. These may include strategies to address barriers such as inequitable access.
- Develops Safe Plans as required.
- Assists with personal recovery planning as required.
- Treatment plan is regularly reviewed and revised in collaboration with client and family.
- Advises collaterals and referral sources about significant treatment issues and progress.
- Completes documentation in charts, correspondence and reports.
- Whenever possible, ensure proper closure to treatment

#### **Interventions:**

Interventions include, but are not limited to, the following:

- Facilitates referrals to appropriate services and resources as required.
- Seeks input from family and other natural supports in planning for services.

- Provide psychosocial education to individuals, families, and natural supports in order to increase their understanding of recovery, mental illness and to develop their awareness of existing resources.
- Advocates for services, considering the importance of building linkages for the individual with their community.
- Provides supportive counselling.
- Provides crisis intervention as required.
- Meets legal and professional obligations as required by the Mental Health Act.

#### **Consultation and Collaboration:**

- Works collaboratively with service providers in various programs and services to ensure effective continuity of services for individuals and address therapeutic issues/concerns.
- Provides mental health consultation to Community Area colleagues regarding mental health concerns, including crisis intervention, information, referrals, and long-term service needs.
- Seeks consultation in accordance with program standards.

#### **System Navigation and Liaison:**

- Maintains knowledge and awareness of range of services and resources.
- Provides service co-ordination and participates in multi-system service planning as required.
- Liaises with other service systems in order to strengthen the continuum of services for individuals.

#### **Service and Community Development:**

- Advocates for and assists in the development of services and programs to meet emerging needs of individuals with special or exceptional needs.
- Assists with the skill development of other staff.
- Participates in WRHA Quality initiatives.
- Participates in Community Area initiatives.
- Works with other community area members to address gaps in services.
- Contributes to the development and maintenance of effective team work by giving and receiving both consultations and back-up support.
- Ensures that interventions are based on evidence-informed practice and program guidelines.
- Participates in the development of practice standards and guidelines, procedures and tools for the program.
- Participates in the development of policies, procedures and tools, quality improvement and program evaluation, and research.

#### **Professional and Staff Development:**

- Assumes responsibility for own professional and personal development required to meet the challenges of changing individual needs.
- Keeps abreast of current knowledge and trends in therapeutic interventions.
- Maintains clinical competency through full engagement and active participation in a clinical supervision relationship with a Clinical Supervisor.
- Actively participates and contributes to program sponsored group education and support opportunities (e.g. Psychiatric Group Consultations, Geographic Forums, All Staff meetings).
- Attends appropriate learning opportunities and participates in professional continuing education programs.

- Maintains and promotes a culture of learning.

**Administration:**

- Completion of all necessary documentation according to regional, program, and service standards.
- Responsible to maintain accurate records - ensures information is up-to-date in the health record and the data base.
- Maintains current awareness of regional, program and service guiding documents and forms (e.g. policies, frameworks, guidelines).
- Participates in the development and collection of indicators and outcome measures.
- Provides data and prepares reports as required.