



**NORTHERN  
HEALTH REGION**

## ***Job Description***

<b>Job Title:</b>	<b>Mental Wellness and Recovery Practitioner</b>		
<b>Department:</b>	Mental Wellness & Recovery		
<b>Section:</b>	2 – Allied Health		
<b>Employee Group:</b>	MAHCP	<b>WS#:</b> (FAC)	NA
<b>Issue Date:</b>	May 2014	<b>Last Edit Date:</b>	September 24, 2024
<b>Approved by:</b>	<b>Regional Manager Health Services, Mental Wellness &amp; Recovery</b>		
<b>Reviewed by:</b>	<b>VP Human Resources &amp; Chief Human Resources Officer</b>		

<b>Summary:</b>	Provides a broad range of community based mental health services to clients and their families/caregivers through the provision of direct clinical services, consultation services and professional and public education. Strives to make mental health a public priority, promoting mental well-being and reducing the stigma and discrimination associated with mental illness. Strives to improve access and enhance the services available and provided to clients while recognizing the need for family participation. The focus of all services will be based on a resilience and recovery model of care. Performs a wide range of tasks to assist peers of all ages, from young adult to old age, in regaining independence within the community and mastery over their own recovery process. Work performed by the incumbent will promote community socialization, recovery, self-advocacy, self-help, and development of natural supports.  The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Person, Child Abuse Registry check, and Adult Abuse Registry check and adhere to all Northern Health Region (NHR) policies and procedures.
<b>Reports to:</b>	Regional Manager Health Services, Mental Wellness & Recovery
<b>Competencies / Requirements:</b>	
<b>Degrees, Certificates and Licenses:</b>	<ul style="list-style-type: none"><li>Bachelor of Social Work; Registered Psychiatric Nurse (other qualifications directly related and experience may be considered)</li><li>Eligible to practice and maintain active registration with the applicable registering body</li><li>Applied Suicide Intervention Skills Training (ASIST) and Mental Health First Aid (MHFA) training required or willingness to obtain within six (6) months</li><li>Valid Manitoba Class V driver's license, access to a vehicle and willing to use it to travel in region throughout the year</li></ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>Two (2) years' directly related experience</li><li>Thorough knowledge of Windows based programs (Microsoft Word, Excel, Outlook, PowerPoint) and Internet</li><li>Knowledge of the Recovery process and the ability to facilitate recovery using established standardized mental health processes</li><li>Knowledge and skill to teach and engage in basic problem solving strategies to support individual clients in self-directed recovery</li><li>Knowledge of the signs and symptoms of mental illness (i.e. auditory and visual hallucinations, aggressive talk and behavior, thoughts of self-harm or harm towards others, isolation) and the ability to assist client to address symptoms using strategies such as positive self-talk</li></ul>

	<ul style="list-style-type: none"> <li>• Knowledge of Crisis Intervention Techniques</li> <li>• Knowledge of Mental Health Promotion, Suicide Prevention Initiatives and CODI Initiatives</li> <li>• Knowledge of Resiliency and Recovery Models related to Mental Health</li> <li>• Knowledge of normal development across the life span</li> <li>• Knowledge of the Mental Health Act</li> <li>• Demonstrated knowledge of, addictions, mental health services, and community resources</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Ability to speak an Indigenous language is an asset, preferably Cree, Dene or Michif</li> <li>• Respect and promote a cultural diverse population</li> <li>• Ability to work effectively in a multi-disciplinary team and independently</li> <li>• Excellent organizational skills</li> <li>• Providers must have the ability to find community resources and assist consumers in accessing and utilizing community resources</li> <li>• Demonstrate ethical behavior and cultural sensitivity in all activities involving individuals of diverse backgrounds</li> <li>• Ability to coordinate and collaborate with resources</li> <li>• Effective problem solving skills</li> <li>• Crisis Management skills</li> <li>• Time Management skills</li> </ul>
<b>Duties:</b>	<ol style="list-style-type: none"> <li>1. Advocates on behalf of the Northern Health Region</li> <li>2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms)</li> <li>3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms)</li> <li>4. Provides consultation to other healthcare professionals, agencies or referral sources, clients, and the general public</li> <li>5. Provides clinical services, case management, crisis intervention and intake function.</li> <li>6. Provides consultation collaboration, liaises with outside agencies and advocates for the client.</li> <li>7. Be a positive role model and teach healthy coping strategies</li> <li>8. Performs administration duties</li> <li>9. Ensures effective communication within the department and organization</li> <li>10. Ensures Continuous Quality Improvement</li> <li>11. Demonstrates professionalism in practice</li> <li>12. Demonstrates professionalism within the Code of Conduct</li> <li>13. Demonstrates Leadership Qualities</li> <li>14. Ability to recognize and pursue self-development opportunities</li> <li>15. Assists with training new employees as required</li> </ol>
<b>Working Conditions:</b>	<ul style="list-style-type: none"> <li>• Primarily sedentary; Some walking, standing, no abnormal carrying, climbing or other physical demands</li> <li>• Work will be performed in a wide range of settings, including but not limited to the medical center; in client group or family homes; in community-based outpatient settings, community agencies; or in transportation vehicles</li> <li>• Work areas are often noisy, irregular and unpredictable and can be stressful at times</li> <li>• Travel, including gravel and winter roads, and where applicable by small plane within the region year round</li> </ul>
<b>Decision Making:</b>	<ul style="list-style-type: none"> <li>• Case Load Management</li> <li>• Client Referrals</li> </ul>

<b>Key Working Relationships:</b>	<ul style="list-style-type: none"> <li>• Regional Manager Health Services, Mental Wellness and Recovery</li> <li>• Staff</li> <li>• Clients</li> <li>• External Agencies</li> <li>• Other NRHA Health Care professionals and departments</li> </ul>
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b><i>It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.</i></b></p>	



## JOB DUTY ACTIVITIES FOR

**NORTHERN MENTAL HEALTH RECOVERY & WELLNESS PRACTITIONER**  
HEALTH REGION

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region as a whole	1.1 Promotes the mission, vision, values and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Act (FIPPA), RHA policies, and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP) 1.5 Participates in the goal of improving service according to budgetary guidelines
2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms)	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other employees 2.3 Uses appropriate protective clothing/equipment 2.4 Understands and follows legislation and workplace safety and health requirements 2.5 Reports incidents and unsafe acts and hazards 2.6 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.7 Complies with the Respectful Workplace Policy 2.8 Embraces cultural safety in the workplace 2.9 In collaboration with, and under the supervision of the Manager/Designate, ensures hazards are identified and proper steps are taken to control the risks, monitors work areas and corrects unsafe work acts and conditions, instructs/coaches employees to follow safe work procedures and ensures necessary personal protective equipment is provided to employees and used properly 2.10 In collaboration with, and under the supervision of the Manager/Designate, ensures equipment is properly maintained, ensures colleagues have the information, training, certification, supervision and experience to do their jobs safely and assists with safety handling, storage and disposal of chemical and biological substances in the workplace
3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms)	3.1 Reports any client safety concerns to the appropriate department lead and/or management 3.2 Commits to client safety as a key professional value and an essential component of daily practice 3.3 Integrates client safety practices into daily activities 3.4 Understands client safety practices that reduce the risk of adverse events such as infection control, injury prevention, safe administration of medication, and risk awareness 3.5 Recognizes, responds, and reports adverse events and near misses

<p>4. Provides consultation to other healthcare professionals, agencies or referral sources, clients, and the general public</p>	<p>4.1 Responds to requests for information as a member of the Team to support treatment plans of related healthcare professionals, providing services to the same client base</p> <p>4.2 Provides documentation as requested by other healthcare professionals</p> <p>4.3 Develops treatment plans to be implemented by other healthcare professionals</p>
<p>5. Provides clinical services, case management, crisis intervention and intake function</p>	<p>5.1 On a rotational basis, the mental health worker will provide Intake services for the system that includes the gathering of relevant information from the client, the family and systems involved in order to screen requests for service and determine the need and appropriateness for Mental Health Services</p> <p>5.2 As per an integrated service model, facilitates case conferences whereby there are multiple systems involved in the child/adolescent's care, for the purpose of understanding current functioning, determining appropriateness for Mental Health Services, developing comprehensive and collaborative treatment plans</p> <p>5.3 Provides orientation to services for the client, the family/caregivers and agencies involved in a child/adolescent's care</p> <p>5.4 Completes and writes comprehensive mental health assessments for each client (with three or more contacts) that includes demographic information; reason for referral; biological, psychological and social factors; risk evaluation (suicide and harm to others) and safety plans; case summary (formulation); addictions screening (CODI); diagnostic impression and plan</p> <p>5.5 Develops a care plan with participation of the client and his/her family/caregivers, with clearly identified goals and objectives</p> <p>5.6 As per the Co-occurring Initiatives Model, completes brief addictions screening on each client accessing mental health services</p> <p>5.7 Provides a range of therapies and interventions with individuals and families, that can be provided one-to-one or in a group format</p> <p>5.8 Monitors client's progress in accordance with stated care plan goals and modifies them accordingly</p> <p>5.9 Provides supportive counseling and education related to social issues</p> <p>5.10 Facilitates referrals to other resources on behalf of the client that may include: Psychiatry, Psychology, Addictions, Pediatrics/Physicians, Child Welfare and others</p> <p>5.11 Develop a treatment/recovery plan based on each clients identified goals. The Mental Health Recovery and Wellness Practitioner will document the following on the client's treatment/recovery plan:</p> <ul style="list-style-type: none"> <li>a) identified person-centered strengths, needs, abilities, and recovery goals</li> <li>b) interventions to assist the client with reaching their goals for recovery</li> <li>c) progress made toward goals</li> </ul>

	<p>5.12 Provide holistic services to maximize the likelihood of clients success; Increase the rate of client engagement in the recommended services; Support successful client treatment outcomes</p> <p>5.13 Make engagement attempts with clients in various community setting, including clients' homes,. Efforts may include attempts to contact clients via home visits and or letters to last known address, phone calls, community settings, other case managers, and visits to treatment agencies</p> <p>5.14 Ensures that situations requiring immediate attention (because of client crisis) are attended and resolved</p> <p>5.15 Using specialized training, the community mental health worker may be required to provide postvention services after a trauma event; to individuals, groups or communities in accordance with program directives</p> <p>5.16 Be available to team members during clients' crisis events to provide information and support as necessary</p>
6. Provides consultation collaboration, liaises with outside agencies and advocates for the client	<p>6.1 Consults, collaborates, liaises and advocates with professionals, child caring agencies, schools, community agencies, and hospitals regarding mental health issues pertaining to children, adolescents and family systems</p> <p>6.2 Serve as a recovery agent by providing and advocating for any effective recovery based services that will aid the client in daily living</p>
7. Be a positive Role Model and teach healthy coping strategies	<p>7.1 Assist clients in articulating personal goals for recovery through the use of one-to-one and group sessions. During these sessions the Mental Health Recovery and Wellness Practitioner will support clients in identifying and creating goals and developing recovery plans with the skills, strengths, supports and resources to aid them in achieving those goals</p> <p>7.2 Assist clients in setting up and sustaining self-help (mutual support) groups, as well as means of locating and joining existing groups</p> <p>7.3 Utilize tools such as the Wellness Recovery Action Plan (WRAP) to assist clients in creating their own individual wellness and recovery plans</p> <p>7.4 Work independently or with periodic assistance of team members, utilize and teach problem solving techniques with individuals and groups; discussions will be utilized where clients will share common problems in daily living and methods they have employed to manage and cope with these problems</p> <p>7.5 Share own recovery story and as the facilitator of these sessions, will demonstrate how they have directed their own recovery</p> <p>7.6 Teach clients how to identify and combat negative self-talk and how to identify and overcome fears by providing a forum which allows the client to share their experiences. Identify literature, media, etc. clients will gain hope; learn to identify their strengths and combat negative self-talk</p> <p>7.7 Support clients' vocational choices and assist them in choosing a job that matches their strengths, overcoming job-related anxiety by reviewing job applications, and providing interview tips</p>

	<p>7.8 Assist clients in building social skills in the community that will enhance job acquisition and tenure.</p> <p>7.9 Teach and role model the value of every individuals recovery experience</p> <p>7.10 Model effective coping techniques and self-help strategies</p> <p>7.11 Assist clients in developing empowerment skills and combating stigma through self-advocacy. Through the use of role playing/modeling, provides opportunities for others to show/demonstrate how they have handled similar problems, how to present themselves in certain situations, or how to handle problems that may arise in interactions with others</p>
8. Performs administration duties	<p>8.1 Documents all services rendered accurately either electronically or manually as appropriate of Rel Complete referral letters, and supporting documents, for the purpose of referral to specialized resources that may include, but is not limited to: psychiatry, addictions, psychology, Pediatric Clinic/Physicians, Northern Crisis Services for Youth, Child Welfare, Schools and more</p> <p>8.2 Complete reports, following the prescribed format, and submit to the direct supervisor at the end of each month</p> <p>8.3 Check and respond to e-mail and correspondence daily</p> <p>8.4 Complete learning contracts, course registrations and travel requests (if necessary) when requesting to attend professional development</p> <p>8.5 Complete and submit expenses records as applicable Secure all client records and information of a confidential nature in a locked cabinet and ensure that the computer is logged off of when leaving office</p> <p>8.6 Completes critical incident reports as necessary and set out in the NHR policy</p>
9. Ensures effective communication within the department and organization	<p>9.1 Communicates and consults with the Regional Manager</p> <p>9.2 Communicates effectively with other members of the Community Health Services team</p> <p>9.3 Communicates with department staff, individually and as a group to promote efficient functioning and high morale</p> <p>9.4 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>9.5 Communicates and works effectively with client, interprofessional team, and other stakeholders, using client-centered principles that address physical, cultural, or other barriers to communication and manages professional relationships</p> <p>9.6 Develops and maintains relationships with internal as well as external departments, agencies, or groups</p> <p>9.7 Attends and participates on regular team planning meetings, and reviews minutes</p> <p>9.8 Completes any required reports</p> <p>9.9 Participate in supervision meetings with direct supervisor or designated manager as required (scheduled or otherwise)</p> <p>9.10 Provides case coverage or intake service for colleagues when required due to staff absences</p> <p>9.11 Contributes to program development and operations through participation in designated committees, strategic planning, project improvement teams and working groups</p>

	9.12 Participation in committees as requested or required
10. Ensures Continuous Quality Improvement	10.1 Participates in Accreditation process and committee activities 10.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability 10.3 Embraces LEAN methodology
11. Demonstrates professionalism in practice	11.1 Ability to determine and deal with changing, emerging, and emergency situations with clients in a flexible and adaptable way 11.2 Participates in policy development and ongoing policy review 11.3 Ensures adherence to policies/procedures in order to maintain competency 11.4 Capable of exercising good judgment in making decisions 11.5 Ability to prioritize 11.6 Returns phone calls promptly 11.7 Identifies self and department when answering calls or meeting clients 11.8 Participates in the orientation and ongoing development of new employees and students from a variety of disciplines 11.9 Practices in accordance with all relevant legislation 11.10 Maintains and applies evidence-based knowledge and population health theory to practice 11.11 Participates in the ongoing process of program planning, development, implementation and evaluation as requested
12. Demonstrates professionalism within the Code of Conduct	12.1 Demonstrates the ability to accept and adjust to change 12.2 Assumes responsibility for own actions 12.3 Exhibits initiative in the work environment 12.4 Appears professionally as described in NHR and department dress code policies 12.5 Reports for work as scheduled in a prompt manner 12.6 Exhibits initiative in the work environment 12.7 Demonstrates a commitment to their client, public and profession 12.8 Adheres to the Code of Ethics recognized by the provincial regulatory organization 12.9 Practices within scope of professional and personal limitations and abilities 12.10 Promotes the development and maintenance of interpersonal relationships through professional behavior, acceptance and utilization of constructive criticism and demonstration of impartiality relationships with co-workers
13. Demonstrates Leadership Qualities	13.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework 13.2 Leadership Competency Self-Assessment – Leading in Place
14. Ability to recognize and pursue self-development opportunities	14.1 Reviews and keeps up to date with policies and procedures of the NHR 14.2 Completes Absorb mandatory courses as required 14.3 Attends required staff training sessions, in-service programs, or seminars as required 14.4 Participates in mandatory sessions/trainings as identified by the program and the organization. These include but are not limited to: Cultural Awareness Training, Staff

	<p>Orientation, CODI Training, Child and Adolescent Core Trainings (through MATC), ASIST, NVCI</p> <p>14.5 Identifies professional development goals at time of yearly performance appraisal with plan to obtain desired or required knowledge</p> <p>14.6 Maintains and updates knowledge of new developments in program areas through journal reviews, interest groups, attending trainings, lectures and committee work</p> <p>14.7 Serves as a resource to staff and other health care professionals in areas of knowledge and expertise</p> <p>14.8 Maintains professional linkages/networks with peers</p> <p>14.9 Attend and cooperatively and constructively participate in treatment team, supervision meetings, and required training.</p> <p>14.10 Attend all required staff, supervision and training meetings</p>
15. Assists with training new employees as required	<p>15.1 Participates in orientation of new employee as necessary</p> <p>15.2 Provides guidance to learners as required</p>