

JOB DESCRIPTION NUMBER: P-095-MHW2
ISSUING AUTHORITY: Administration
ISSUE DATE: February 2022
REVISION DATE: April 2024

SUBJECT: Mental Health Outreach Coordinator Job Description

Position Title:	Mental Health Outreach Coordinator
Classification:	Mental Health Outreach Coordinator
Employee Union Group:	MAHCP
Department/Service/ Program:	Eden Mental Health Centre – Mental Health & Addictions
Approved By:	Administration
Reports To:	Manager, Health Services – Mental Health & Addictions
Hours of Work:	7.25 hrs/ day 1885 Annual Hours
Designated Bilingual:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Position Summary:

Reporting to the Regional Manager of Intensive Case Management, Housing & Proctor Programs, the Mental Health Outreach Coordinator works within the guidance of the Regional Management Team as a lead clinician. This role includes the responsibility of supporting client care and services in accordance with Southern Health-Santé Sud’s community mental health program goals and service delivery models. Responsibilities include applying advanced clinical judgement, evidenced based practices, continuous quality improvement while enhancing client access and navigation to services, monitoring program indicators, client flow and desired outcomes. The incumbent assists all staff to respond effectively to clients and families, within a family centered care approach, achieve continuous growth, engage in critical thinking, and provides support to staff with complex clinical presentations. The Mental Health Outreach Coordinator supports program change initiatives, standardized, innovative and safe practices for both clients and staff, and identifies learning and practice development needs for staff in maintaining clinical competencies.

Qualifications:

- **Education/Certification:**
 - Graduate of an accredited post-secondary education in a health-related social sciences program (e.g. BSW, BScMH, BScPN, BN, RPN, MOT).
 - Other relevant educational qualifications and experience may be considered.
 - Health Care Management and/or Health Care Leadership Certification are an asset.
 - Maintains an active license and registration to practice in good standing with the appropriate college, and professional association meeting provincial legislation. Full professional registration with an approved regulatory body without any restrictions to service provisions and able to support the entire age spectrum serviced by the regional program.
 - Certificate in Applied Suicide Intervention Skills Training (ASIST).
- **Experience:**
 - Minimum of three (3) years acute mental health and/or supervised counselling experience in the last five (5) years.
 - Experience in providing mental health services for adults or children and adolescents or adults with serious mental illness, or senior’s mental health.

- Experience in completing psychosocial assessments and mental status examinations.
- Team leadership experience and the ability to create a space where all opinions are valued and people are free to share.
- Other suitable combinations of education and experience may be considered.
- **Knowledge, Skills and Ability:**
 - Knowledge and understanding of all aspects of mental health services
 - Advanced mental health psychosocial assessment skills and knowledge of appropriate evidence informed therapeutic counseling models, approaches and interventions
 - Advanced knowledge of human development theory and mental health concerns typically identified for various populations across the age spectrum including signs and symptoms of mental illness
 - Knowledge of recovery principles in the treatment of mental illness
 - Knowledge and understanding of co-occurring mental health and substance use disorders
 - Knowledge of commonly prescribed psychotropic medications for mental disorders across the age spectrum
 - Knowledge of mental health self-help and client and family engagement in mental health treatment
 - Knowledge of the complexities of clinical work and various client populations, as well as the issues faced by caregivers and other service systems
 - Knowledge of relevant legislation and standards in Manitoba i.e. Personal Health Information Act, Mental Health Act and others as specified by Southern Health-Santé Sud and program area
 - Proficiency with MS Office suite of programs and other technological applications (i.e. telehealth, and virtual platforms)
 - Demonstrated experience in leadership, program coordination and supervisory skills
 - Demonstrated ability to problem solve in complex situations and effectively manage rapidly changing situations
 - Demonstrated written and oral communication skills
 - Demonstrated ability to complete a psychosocial assessment, including mental status examination, preparing diagnostic impressions, and identifying crisis intervention plans
 - Demonstrated computer literacy in software programs
 - Demonstrated organizational, decision making and problem-solving skills
 - Demonstrated ability to prioritize in a changing environment
 - Demonstrated ability to work collaboratively within a multi-disciplinary team and across service sectors
 - Given the cultural diversity of our region, the ability to respect and promote a cultural diverse population is required
 - Proficiency of both official languages is essential for target and designated bilingual positions
 - Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums
 - Demonstrated ability to meet the physical and mental demands of the job
 - Good work and attendance record

Other Requirements and Conditions of Employment:

- Satisfactory Criminal Record Check (with the Vulnerable Sector Check)
- Satisfactory Child Abuse Registry Check
- Satisfactory Adult Abuse Registry Check
- Valid Driver's License
- Current Vehicle Registration, indicating 3rd Party Liability Insurance of \$1,000,000 or more

Principal Duties and Responsibilities:

Duties and functions include but are not limited to the following:

- Within a person and family centered approach, provides leadership to staff that supports ultimate client care navigation, coordination of care and case management within recovery-oriented practices

- Adheres to all Southern Health-Santé Sud and mental health program policies, procedures and guidelines and ensures that program goals and standards of care are met
- Maintains a client caseload to maintain service flow within programs and professional clinical competencies
- Participates in enhanced communication with staff to ensure appropriate comprehensive prioritization of service delivery and informs the Regional Manager if any issues or concerns arise.
- Guides staff in prioritization of client services, and participates in client service reviews with staff.
- Develops training materials and orientation for new staff
- Assists staff to maintain clinical expertise and competency as new evidenced based practices are developed and introduced, including the development and maintenance of resource material and specific educational training for community mental health workers
- Ability to work collaboratively with others within established partnerships and client support systems.
- Responds to caseload inquiries, managing referrals for service, monitoring of service waitlists, assignment of cases to Community Mental Health Workers, group/class coordination and co-facilitation; all within the guidance of the Regional Management Team
- Assists the Regional Management Team with staff interviewing, scheduling, and vacancy management
- Provides input to assist in the employee performance review process and personal professional development program, as required
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice
- Performs other duties as assigned

Physical Demands and Working Conditions:

- Must be physically and mentally capable of carrying out the duties and responsibilities as assigned
- No hazardous or significantly unpleasant conditions
- May work occasionally evenings and weekends as necessary
- Will be required to travel to other facilities as the position duties may require

Supervision:

Supervision Received: Manager – Mental Health & Addictions

Supervision Exercised: Supervision on the day-to-day oversight and support to employees within portfolios.

Organizational Related Expectations:

The above duties and responsibilities reflect the core functions of the position. Related duties and responsibilities may be modified as necessary to the operation of the department.

All employees within the Eden organization have a personal responsibility in performing safe work practices and are responsible to cooperate with safety committee members/workers representatives, provincial safety and health officers, and the employer in the continuous development of a safe work place.

All employees within the Eden organization must demonstrate the ability to maintain confidentiality in all aspects of employment and adhere to Eden confidentiality policies and practices.

All employees within the Eden organization are to acknowledge and understand the nature of our work; the purpose of the services and programs we provide; and potential risks involved when working with vulnerable persons.



Core Competencies

Client Focused	The desire to recognize, validate and meet the needs of our external and internal clients on a continuous improvement basis.
Diversity Awareness	Understands and is sensitive to the needs of a diverse population and adjusts interactions appropriately to foster fair treatment and opportunity for all.
Adaptable	The ability, flexibility and willingness to change behaviour and opinion in accordance with best practices, and across different environments and cultures.
Interpersonal Skills	Effectively interacts with internal and external clients in a mutually respectful manner; demonstrated ability to establish and maintain positive working relationships.
Development of self and Others	Develops skills and knowledge in self, colleagues, and clients, based on learning and communicating best practices.
Problem Solving	The ability to assess what the problems are. Form a plan toward the solution of the problem(s) and initiate the action necessary to resolve the problem in an adaptable, flexible and ethical manner.
Planning and Organizing	Incorporate a keen sense of reality and fundamental decision-making skills in order to decide in advance what needs to be done and how it is to be done.
Organizational Awareness	Knowledge of the internal structure, programs, services and external partnerships and understands how their position fits with EHCS and EMHC organizational structure.
Integrity/ Accountability	Understands and adheres to the organization's norms and standards of ethical behaviour.

Management/Leadership Competencies

Leadership	The ability to take charge and initiate actions toward the achievement of goals.
Process/System Thinking	Ability to understand and communicate the multiple components of an integrated system within a health delivery model.
Internal & External Communication and Positioning	Creates wider understanding and buy in to EHCS and EMHC priorities and partnerships through a consultation and communication process.

I have reviewed the above job description and I understand all duties and responsibilities listed. I am able to perform the essential functions as outlined. I understand that duties may change according to the needs of my department and that those changes will be communicated with me.

I further understand that future performance appraisals will be based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have about this job description with my immediate supervisor and/or Human Resources prior to signing this form.

<hr/>		
Employee Name (Print)	Employee Signature	Date
<hr/>		
Supervisor Name (Print)	Supervisor Signature	Date