

Job Description

POSITION:	Clinical Intake/Case Management Worker
ACCOUNTABILITY:	Clinical Intake/Case Management Supervisor
CLASSIFICATION:	Full-time
DATE APPROVED:	

JOB PURPOSE

Under the direction of the Clinical Intake/Case Management Supervisor, the Clinical Intake/Case Management Worker is responsible for ensuring that all referrals received for Children’s Mental Health Services are appropriately collected and processed through the Intake procedures. The Clinical Intake/Case Management Worker is also responsible to ensure referrals are made to the most appropriate service to support clients most effectively and least intrusively. Additionally, The Clinical Intake/Case Management Worker will ensure all required case management and documentation duties are fulfilled as per Agency policy. The Clinical Intake/Case Management Worker functions within legislative requirements, regulations, policies and procedures, Mission, and Philosophy of Nogdawindamin Family and Community Services.

Clinical Intake:

Conduct clinical intake interviews with clients and families seeking support from Children’s Mental Health Services.

- Receive referral from Screening Department and meet with client/families in-person as scheduled;
- Complete clinical intake interview in-person or on the phone as required;
- Collect detailed information including: presenting concerns, family history, school and education information, social functioning and strength and needs of the client/family;
- Create a service plan with the client and make all necessary service recommendations and referrals as indicated, both internally and externally;
- Liaison with external service providers as needed and facilitate external referrals as appropriate;
- Complete appropriate screening questionnaires with clients as they relate to presenting concerns;
- Discuss Agency policy practice regarding client consent, confidentiality practices, Circle of Care procedures and internal complaint procedures;
- Discuss and document client consent using appropriate forms;
- Assess risk to children utilizing risk and assessment tools, standards and guidelines and Agency policies and procedures;
- Support clients presenting as in crisis and respond as per Agency policy and as is clinically indicated;
- Ensure all required file information is uploaded to electronic client file, including Intake Form, necessary client consents, supervision notes, screening questionnaires, previous assessments and client reports;
- Maintain client record confidentiality;
- Assist with maintaining open, closed and dormant files for Children’s Mental Health Services;
- Work in collaboration with broader Children’s Mental Health Services team;
- Functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

Reporting and Recording:

Complete all case management reporting and recording requirements as required.

- Ensure completion of Intake form, screening questionnaires and client consent information in client file;
- Ensure completion and documentation of all referrals in client file;
- Prepare and discuss orientation information for clients accessing Children’s Mental Health Services;
- Obtain supervisory approval and sign off for all client service plans and referral recommendations.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels in order to support the use of a family-centered, strengths-based, and child-focused practice.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values
- Provide opportunities for the enhancement and development of positive cultural identities of the children, families and communities served;
- Ensure appropriate communication and consultation with Supervisor and Children’s Mental Health Services staff at appropriate times;
- Ensure effective and professional communications with all internal and external service providers;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Administration and Reporting:

Complete administrative functions, reports and adhere to Agency policies, procedures and relevant practices.

- Ensure confidentiality and safekeeping of all Agency documents and client records;
- Develop and maintain a detailed work plan of activities;
- Develop and maintain accurate, up-to-date and concise work files;
- Prepare and deliver reports as required;
- Work in compliance with Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports, attendance records and travel expense claims;
- Follow the Agency’s Human Resources, Finance and other policies and procedures in the performance of duties.

Other Duties:

- Assist in training and orientation of peers and students;
- Participate in internal or external committees as required or requested;
- Other duties as required and assigned.

QUALIFICATIONS

Minimum Education

- Bachelor of Social Work Degree is preferred
- Required Diploma in Human Services
- Community College Diploma in Social Services

Minimum Experience

- Two (2) years’ direct experience in a Social Services Agency
- Equivalent combinations of training and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services;
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Comprehensive knowledge of the Child, Youth and Family Services Act;
- Knowledge of First Nation service delivery, customs and traditions;
- Knowledge of mental health screening and intervention methods;
- Knowledge of external services providers;
- Thorough knowledge of the stages, process and milestones of normal development of children from birth to adolescence

Special Skills

- Excellent interpersonal and interviewing skills;
- Demonstrated capability in crisis intervention, conflict resolution, mediation and problem solving;

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- Excellent written and oral communication skills;
- Strong organizational and administrative skills;
- Excellent computer skills;
- Proven ability to work with First Nation communities and people;
- Ability to work with and meet tight timelines;
- Ability to take initiative and work independently;
- Ability to work within a team environment;
- Ability to meet deadlines and work flexible hours;
- Ability to work with confidential and sensitive information;
- Ability to understand and speak Anishnaabemowin is a definite asset.

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

The location of this position is to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Clinical Intake Worker will typically be in an office setting with regular meetings with children, families and other professionals. The Clinical Intake Worker is frequently required to operate a computer, file and retrieve electronic documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Clinical Intake Worker will be required to travel to meetings and home visits within the District.

Clinical Intake Workers must be able to multi-task within a fast-paced, high-volume and demanding environment. The Clinical Intake Worker absorbs and interprets information from multiple parties on a regular basis and is required to listen and reconcile multiple points of view, which can be mentally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually moderate to high. The nature of the position may expose the Clinical Intake Worker to high levels of tension when dealing with client issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

The Clinical Intake Worker may be exposed to potentially hazardous environments including driving conditions and volatile situations during home visits.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phone when required.

SUPERVISORY RESPONSIBILITY

This position is not required to supervise any staff.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Investigation and Clinical Intake Supervisor, Children’s Mental Health Clinicians, Children’s Mental Health Nurse and Physician, Child Welfare Front Line Staff, Cultural Services Department, Administrative Assistant and other staff.

External

The position requires interaction with First Nation communities and all service related agencies within the First Nation, community-based service providers, Children’s Aid Societies, school boards, local healthcare providers etc.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date