



**INCUMBENT:**

**REPORTS TO:** Justice Coordinator

**PROGRAM:** Clinical Services

**APPROVED BY:** Board of Directors

**DATE APPROVED/REVISED:** November 2020

**HOURS:** 35 hours/week

## POSITION SUMMARY

Under the direction of the Justice Coordinator, the Justice Case Manager (JCM) acts as a support person for individuals living with a Mental Health Illness who are in conflict with the law. The JCM provides case management rehabilitation and support to referred individuals with a Serious Mental Illness (SMI) within a JCM team. The JCM is responsible for diverting individuals out of the justice system while providing a continuum of functions, including attending court, developing support and diversion plans, client and systems advocacy, symptom management, supportive counselling, family/crisis support, fitness assessment screening and education, consultation to court and jail personnel, and making appropriate referrals to other community resources.

## ESSENTIAL JOB RESPONSIBILITIES

### **Provides support to individuals to assist in their recovery**

- Meets with individuals, either at their home, in the office, over the phone or in the community.
- Develops goal-focused support/care plans based on assessment with client and other supports as appropriate.
- Assists client in determining priorities and developing a plan.
- Co-ordinates involvement of other agency staff and outside resources.
- Keeps up to date on new programs or program changes in the community.
- Advocates for individuals to access services if requested.
- Ensures client support addresses outcomes or goals as derived from the client's support plan.
- Ensures that all client terminations are planned to support the clients' ability to transition.
- Ensures clients have information related to rights under the Mental Health Act and other related legislation.
- Ensures clients have awareness and understanding of rights relating to services, confidentiality.

### **Mental Health Diversion Plans & Court Support**

- Develops Diversion plans including referrals and activities, expected outcomes and timeframes.
- Prepares forms such as Fitness Screening/Mental Status exam, consents and crown sheet as required.
- Develops evaluation report to the Court outlining individual's compliance with the Diversion Plan and includes recommendations regarding charges.
- Attends court as scheduled and provide support to individuals as required.
- Follows-up on individuals' next court dates for tracking purposes.
- Makes referrals to appropriate programs for individuals requiring additional services.
- Meets with clients regularly to ensure compliance of the Diversion plan.
- Works with service providers to develop supports, case conferences and discharge plans for the individual.



### **Conducts screening/ assessments as required**

- Conducts capacity assessments to determine need for forensic assessment.
- Conducts psychosocial assessments to determine eligibility for mental health diversion.
- Advises the court personnel on sentencing recommendations, probation orders.
- Working relationship with forensic psychiatrist, sharing their clinical knowledge of the client.
- Liaises with court personnel, North Bay Psychiatric Hospital, Sudbury District Jail and service providers.

### **Develops educational programs relevant to client group**

- Organizes and conducts skill training, educational, or support groups for clients at varied locations.
- Obtains and develops resources for delivery.
- Evaluates effectiveness of activities and sessions.

### **Ensures objectives of program are met**

- Provides personal psychosocial rehabilitation, counseling and support to client in achieving goals, particularly in the areas of basic life skills, social interactions, family relationships, coping with mental illness, medication education and compliance, vocational skills development, monitoring progress and providing support when problems or crises arise.
- Participates in the evaluation of program goals and objectives making recommendations on changes to current program activities for improved service delivery.
- Advises Justice Coordinator on service operations developing/presenting reports and proposals.
- Participates in relevant Community of Practices, community partnership and stakeholder meetings as deemed appropriate.
- Conducts program/agency evaluations.

### **File management and reporting functions**

- Ensures all client contacts are recorded appropriately and in a timely manner utilizing the agencies database program.
- Ensures that monthly, annual, and other required reporting documentation are completed.
- Ensures recording and maintenance of Mental Health Court outcomes as applicable.

### **Other**

- Carrying out all duties of the Justice Case Manager position in a moral and ethical manner.
- Participates in public education services.
- Provides supervision to agency volunteers and students as requested.
- Provides additional support to staff as required.
- Ensures a minimum caseload as negotiated with immediate supervisor.
- Attends and participates in Supervision and Performance review meetings.
- Attends and participates in Organization meetings, such as Clinical meetings, Agency Planning Day (APD), etc.
- Attends training such as webinars, psychiatric training, video conferences, etc.



## QUALIFICATIONS AND EXPERIENCE

- Degree in a health or social services related discipline
- Valid Ontario Driver's License
- Access to a reliable vehicle
- Automobile liability insurance coverage in the amount of at least \$2,000,000
- Minimum 1 year experience working in the mental health field.
- Minimum 1 year experience working with adult consumers of mental health, families and forensic system.
- Knowledge of Mental Health legislation, Occupational Act: Health & Safety, Ontario Human Rights Code, Criminal Code of Canada and of the court system, Child and Family legislation, Tenant Protection Act and Long Term Care Act.
- Understanding of Mental Health Policy.
- Knowledgeable of community agencies and resources.
- Excellent interpersonal and communication skills.

**Language requirements:** Fluency in English is essential. Advanced conversational French is essential for 50% of these positions. Priority will be given to candidates who are bilingual in French and English as per our French Language Service Plan.

**Professional designation/certification (options):**

- i. Registration, in good standing, with a regulating professional body (e.g. OCSWSSW), or working towards registration;
- ii. Certification, in good standing, with a professional certifying organization\* within health or social service fields (e.g. CPRRP from PSR Canada), or working towards certification

*\*Organization must have a written code of ethics, core values and standards that are consistent with those of CMHA-S/M. Certification must require members to meet a core set of competencies, have a requirement for continuous learning to maintain certification and be approved by CMHA-S/M.*



## JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

<b>Planning, Organizing and Coordinating</b>	Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources. Develop plans considering the agency's objectives, responsibilities, timelines and resources. Keeps appropriate people informed of task/projects.
<b>Teamwork and Collaboration</b>	Participates willingly and supports team decisions. As a member of a team, keeps other team members informed and up to date on group progress, individual actions or influencing events, shares all relevant or useful information.
<b>Integrity</b>	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self accountable for professional behaviour. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
<b>Client Service Orientation</b>	Follows through on client inquiries, requests and complaints and is responsive to public interests and concerns.
<b>Listening, Understanding and Responding</b>	Demonstrates openness and receptivity to new information. Is willing to listen when approached by others. Picks up on non-verbal cues to others' feelings and emotions. Is aware of own feelings, reactions and messages.
<b>Functional Skills</b>	Ability to provide strong support and leadership skills, excellent multi-tasking and time management skills, exceptional communication and quality improvement skills.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.