Canadian Mental Health Association Sudbury/Manitoulin *Mental health for all* / Association canadienne pour la santé mentale Sudbury/Manitoulin *La santé mentale pour tous*	**INTAKE WORKER**

INCUMBENT:	**REPORTS TO: Coordinator, Case Management**
PROGRAM: Clinical Services	**APPROVED BY:** Board of Directors
DATE APPROVED/REVISED: October 2024	**HOURS:** 35 hours/week

POSITION SUMMARY:

Reporting to the Coordinator, Case Management, the Intake Worker acts as a support person and initiates services through a comprehensive intake process. Intake provides information and referrals to various agencies and programs and provides support and advocacy for people and their families. The Intake worker provides professional support services within the framework of a person directed recovery and rehabilitation model. Support is provided in office, home, community and/ or virtually for those residing in the Sudbury/Manitoulin area. Staff will assist the person in assessing their readiness for change in any of the four recognized rehabilitation environments: living, learning, working and/or social.

ESSENTIAL JOB RESPONSIBILITIES:

Intake support

- Meet with individuals, either at their home, in the office, over the phone or in the community.
- Assist individuals in determining needs and priorities.
- Discuss and provide information regarding programs and community resources.
- Make referrals and support individuals to navigate and access appropriate programs and services.
- Provide brief service support to individuals as needed, including support to those who are on wait lists for internal programs.
- Provide assistance to individuals based on their needs, e.g., phone and letter writing assistance.
- Support individuals with advocacy as needed, (e.g., with the legal system, landlords and other services).
- Where family/care partner involvement has been requested, assess the needs and values of the family/care partners to support, link, educate and advocate as needed.
- Ensure individuals have information related to their rights under the Mental Health Act and other related legislation.
- Ensure individuals have awareness and understanding of rights relating to services, privacy and their personal health information.

Screening and Assessment

- Conduct screening and assessments with individuals to assist with accurate identification of needs and most appropriate level and type of support.

File management and reporting functions

- Create and organize individuals' files.
- Ensure all individuals' contacts/interactions are recorded appropriately and in a timely manner utilizing the agency Electronic Client Record.
- Ensure that monthly, annual, and other required reporting documentation are completed.

- Ensure accurate and timely recording and maintenance of Intake Brief Services outcomes.
- Maintain quality-assurance activities by participating in regular review and evaluation of programs and services.

Other

- Carry out all duties of the Intake Worker position in a moral and ethical manner.
- Keep up to date on new programs or program changes within the agency and in the community.
- Participate in internal and external committees; support may include being an active participant and/or lead on committee(s), preparing meeting agendas and distributing meeting minutes; and implementing and following up on action items.
- Participate in the delivery of a variety of educational presentations dealing with mental health promotion and services of the agency.
- Assist with community events and activities on behalf of the agency.
- Provide orientation to staff (new and returning staff).
- Provide supervision to agency volunteers and students as required.
- Provide support and assist other agency staff/programs as required, within scope of Intake role.
- Attend and participates in Supervision and Performance Review meetings.
- Attend and participates in agency meetings, such as clinical meetings, Agency Planning Day (APD), etc.
- Complete requirements of annual training such as Workplace Hazardous Materials Information System (WHMIS), anti-harassment and violence, non-violent crisis intervention (NVCI), privacy, accessibility, etc.
- Attend training such as webinars, psychiatric training, video conferences, etc.
- Maintain Agency's values, vision, and mission by ensuring that individuals' rights are respected and that all programs and activities meet legislative requirements, policies and procedures, funding body criteria, and professional and Branch standards.

Qualifications

- Graduation from a 2-year College Diploma Program or completion of a University Degree in a Human Services area.
- Computer skills: Microsoft Word, Excel, PowerPoint, and Outlook.
- Experience with Client Record Management and Assessment Software
- Valid Ontario Driver's License
- Access to a reliable vehicle.
- Automobile liability insurance coverage in the amount of at least $1,000,000.
- Minimum 1 – 2 years' experience working with individuals, families in the mental health system.
- Knowledge of Mental Health legislation, Occupational Act: Health & Safety, Ontario Human Rights Code, Child, and Family legislation, housing legislation, etc.
- Understanding of Mental Health Policy.
- Knowledge of community agencies and resources.
- Excellent interpersonal and communication skills
- Certified in First Aid & CPR.

Language requirements: Fluency in English is essential. Advanced conversational French is essential for 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. Ontario College of Social Worker and Social Service Worker (OCSWSSW), or working towards registration.
II. Certification, in good standing, with a professional certifying organization* within health or social service fields e.g. Certified Psychosocial Rehabilitation Recovery Practitioner (CPRRP) from Psychosocial Rehabilitation (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-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:

Planning, Organizing and Coordinating	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.
Teamwork and Collaboration	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.
Integrity	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.
Client Service Orientation	Follows through on client inquiries, requests and complaints and is responsive to public interests and concerns.
Listening, Understanding and Responding	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.

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.