

 <p>Canadian Mental Health Association Waterloo Wellington Dufferin</p>	<p>POSITION DESCRIPTION:</p> <p>Support Coordinator (Long Term and Short Term)</p>
<p>Reports to: Team Lead, Adult Services</p>	<p>Approved by: Executive Director</p>
<p>Date Approved: April 2016</p>	<p>Last Reviewed: April 2016</p>
<p>Salary Grade/Band: 5</p>	<p>OPSEU Local 291</p>

SUMMARY:

The Support Coordinator support individuals that live in the community who deal with significant mental health issues by coordinating, advocating and facilitating connections in many areas of life in order to enhance quality of life, based upon a strong planning focus.

CORE COMPETENCIES:

- Sound assessment skills
- Creative Thinking and Innovative
- Planning and Organizing
- Communication
- Service and Quality Oriented
- Aligns with CMHA WWD Values of: Mutual Respect, Integrity, Accountability and Excellence & Innovation

JOB DUTIES AND KEY ACTIVITIES:

The Support Coordinator, performs a wide range of duties including some or all of the following:

- 1. Supporting individuals in personal planning and coordinating numerous aspects of an individual's life using recovery philosophies and values**
 - 1.1. Facilitates person-centered planning to assist the person to choose, get and keep life choices using recovery planning tools
 - 1.2. Ensures all support needs in a person's life are identified, assessed and plans are created. Areas of one's life requiring support and planning might include: meaningful employment, recreation, leisure, education, volunteer work, relationships, accessing health treatment, housing, emotional support, budgeting, medication issues, household skills training and legal and addiction concerns
 - 1.3. Develops plans to reduce barriers to accessing/obtaining individual choices
 - 1.4. Helping individuals to problem-solve concerns and issues related to all aspects of their lives
 - 1.5. Creates and implements service agreements
 - 1.6. Coordinates supports and resources to promote the action of developed plans
 - 1.7. Evaluations and modifies effectiveness of an individual's planning on a regular basis

- 2. Develop and maintain effective team coordination, access and communication with primary care and other support networks.**
 - 2.1. Liaises with family and community members on behalf of person supported (where possible)
 - 2.2. Includes family and community members on behalf of person supported (where possible)
 - 2.3. Provides information and education to family and community members

- 2.4. Facilitates meetings between family, community members and the people we support, as needed
 - 2.5. Participates on committees in the community, representing the service perspective and the people we support, at the direction of the Team Lead
- 3. Crisis Intervention and planning**
- 3.1. Creates effective crisis plans with the people supported, including both natural and professional supports in the planning process
 - 3.2. Evaluates and modifies the effectiveness of the crisis plan on a regular basis
 - 3.3. Ensures communication of the crisis plan with identified community partners and natural supports, as directed by the person
 - 3.4. Provides crisis intervention and follow-up as required
- 4. Advocate with and behalf of people supported**
- 4.1. Assists people to clarify their needs/wants and desired outcomes
 - 4.2. Develops, supports and evaluates the implementation of individual advocacy plans
 - 4.3. Seeks opportunities to educate the general community related to the rights and needs of people struggling with barriers
- 5. Effectively communicates with people supported, natural supports, professionals and all members of the team**
- 5.1. Provides a respectful and safe atmosphere to meet with individuals
 - 5.2. Assists in clarifying information, desires and feelings for and on behalf of people supported
 - 5.3. Provides clear verbal and written communication to all parties and ensures understanding, when appropriate
- 6. Participate in agency and service administrative responsibilities**
- 6.1. Communicates to Team Lead through supervision, any issues and concerns related to people supported
 - 6.2. Regularly attends supervision meeting with Team Lead, team and agency meetings and relevant trainings
 - 6.3. Provides representation on internal agency committees as directed by the Team Lead
 - 6.4. Utilizes Caseworks to record service events for statistical and accountability purposes
 - 6.5. Maintains proper files and completes all required documentation within agency timelines
 - 6.6. Completes incident reports to ensure adequate communication of crisis situations to various levels of management
- 7. Quality Improvement Accountability**
- 7.1. Participate in agency wide quality improvement initiatives.
 - 7.2. Maintain record keeping and documentation to agency and Ministry standards.
- 8. Team Accountability**
- 8.1. Aligns with CMHA WWD Mission, Vision and Values.
 - 8.2. Participate in team activities related to service planning and provision.
 - 8.3. Attend team meetings and planning activities.
 - 8.4. Work collaboratively with other services and teams within Canadian Mental Health Association Waterloo Wellington Dufferin and the community to ensure seamless approach to service delivery.
 - 8.5. Work within the health and safety guidelines provided by the agency, which includes annual mandatory training requirements.

9. Occupational Health and Safety

The Support Coordinator is designated as a “worker” under the Occupational Health & Safety Act, and as such must take responsibility for personal health and safety insofar as he/she is able. Under the ACT, a worker must:

- Work in compliance with the Act and regulations [section 28(1)(a)];
- Use or wear any equipment, protective devices or clothing required by the employer [section 28(1)(b)];
- Report to the employer or supervisor any known missing or defective equipment or protective device that may be dangerous [section 28(1)(c)];
- Report any known workplace hazard to the employer or supervisor [section 28(1)(d)];
- Report any known contravention to the Act or regulations to the employer or supervisor [section 28(1)(d)];
- Not remove or make ineffective any protective device required by the employer or by the regulations [section 28(2)(a)];
- Not use or operate any equipment or work in a way that may endanger any worker [section 28(2)(b)]; and
- Not engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct [section 28(2)(c)].

QUALIFICATIONS:

- College Diploma and/or University Degree in the field of social work, psychology or other health related discipline
- 2 to 5 years related experience working with people with mental health/addiction issues
- Experience working with people who are marginalized, homeless or at risk of homelessness
- Ability to understand and practice harm reduction principles as they relate to substance use and sexual activity
- Ability to interact with people in a caring, supportive manner
- Well developed assessment and intervention skills
- Well developed knowledge base of the various service systems and resources within the catchment area
- Knowledge of the Ontario health care system particularly in regards to mental health and addictions
- Demonstrated experience in applying a person-centered service philosophy to the provision of services for people with serious addictions, concurrent disorders and mental illness
- In-depth understanding of the recovery philosophy
- Strong analytical skills and creative problem solving skills
- Strong interpersonal and communication (verbal and written) skills
- Sensitivity to social and cultural diversity
- Ability to work collaboratively within an interdisciplinary, regional team
- Ability to work collaboratively with formal and informal community resources
- Strong alignment with CMHA WWD’s Mission, Vision, Values, and Philosophy.
- Proficiency with MS Office, Outlook and various database software
- A valid driver’s license, vehicle and insurance, as travel is required.

WORKING CONDITIONS

- Must have a valid G license and personal use of a reliable vehicle.
- Will be required to transport individuals being supported and must carry appropriate insurance coverage with \$2,000,000 liability and a 6-A endorsement.

- Hours of work are normally Monday to Friday, 9 a.m. – 5 p.m. with flexibility required to meet service requirements
- The position may involve exposure to hazardous road conditions of inclement weather.
- The position may involve exposure to direct contact with decaying food and garbage, unpleasant odors due to client's lack of hygiene and environmental cleanliness.
- The position may involve dealing with conflicting demands, angry, abusive, and/or threatening people on the phone and/or in person.
- The position may involve exposure to people's household pets

PHYSICAL DEMANDS

- Lifting, carrying, handling of small objects and packages not normally exceeding 1-10 lbs., e.g., files, information brochures, small office equipment/tools.
- Manual dexterity and fingering skills to operate a computer keyboard, telephones, photocopiers, facsimile machines and other office equipment.
- Sitting for long durations, e.g., meeting with people, driving, working at desk.
- Walking and standing for short durations.
- Driving a car and transporting individuals in a personal vehicle.

DISCLAIMER:

This position description indicates the nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.