



UNION JOB DESCRIPTION

JD3736

JOB TITLE:	Intensive Case Management Substance Use and Mental Health Support and Recovery Worker	JOB DESCRIPTION NO.:	20180/C.VI.81502.003
CLASSIFICATION:	Support Worker 2	GRID/PAY LEVEL:	C34
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	81502
UNION:	BCGEU	JOB/CLASS CODE:	SI:20180; CI/NI 81502
PROGRAM/DEPARTMENT:	Mental Health and Substance Use	BENCHMARKS (If Applicable):	81502
REPORTING TO:	Team Leader, or designate		
FACILITY/SITE:	VIHA-SI /CI/ NI		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the team leader or designate, as a member of a multidisciplinary and multi-agency outreach team, the Intensive Case Management Substance Use and Mental Health Support and Recovery Worker provides outreach community based support services, assists in substance use and/or mental health treatment, provides life skills training, coaching, advocacy and advice to a population of individuals with substance use/addiction issues with or without a mental illness that have experienced significant challenges related to poverty and homelessness as well as limited access or engagement in with the traditional system of care. Six primary philosophical perspectives guide the development of the model of care. These include: 1) health equity; 2) social justice; 3) strengths-based including empowerment; 4) lifespan development; 5) community collaboration; 6) systems integration. This position operates under the direction of professional staff who sign-off on the individual care plans.

Transportation arrangements must meet the operational requirements of the Vancouver Island Health Authority in accordance with the service assignment and may require the use of a personal vehicle.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. As part of the multidisciplinary health care team, participates in the development, maintenance, and delivery of a client-centered plan of treatment/care by:
 - Observing, interviewing and assessing client behavior to identify problems and needs, soliciting client feedback, inquiries, and complaints, responding to client needs as required;
 - Encouraging and promoting independence and self-sufficiency for clients and their caregivers/families; developing short-term strategies to deal with various situations;
 - Providing feedback and suggested recommendations to the treatment plans within established guidelines;
 - Documenting the care requested and progress made in the communications books; maintains client records;
 - Reporting regularly to the team on the condition, behaviour, performance, progress, and care needs of clients and their caregivers/families.
 - Employing Trauma informed practice is focused on recognition that people receiving care have experienced some form of trauma in their lives.

- Employing the principles of harm reduction

2. Provides support services, counseling, coaching and behavior modeling for the client and their caregivers/families to assist with the development of physical, social, emotion and life-skills, including all activities of daily living, interpersonal skills, meal planning and preparation, and household and budget management.

3. Consults and works cooperatively with community agencies and families to maintain coordination in the service and treatment process.

4. Acts as an advocate for the client in dispute situations by responding to and/or coordinating response to problems regarding landlord-tenant issues, financial assistance, or accessing community resources and housing, and developing workable solutions that meet the needs of the client.

5. Observes and supports individuals in appropriate medication management, in accordance with the plan of treatment/care and established policies and procedures.

6. Observes and monitors clients in accordance with plan of treatment/care, assesses and responds in potential emergency or crisis situations in accordance with established procedures i.e. call 911. Provides feedback and recommendations to the treatment/care plan, including strategies to resolve situations, and referring for professional intervention, as required.

7. Document client progress to maintain permanent record of client activity according to established methods and procedures.

8. Participate in providing substance use treatment, home finding and general housing support (moving, packing, cleaning), individual and personal care services.

9. Provide individual vocational supportive counseling and other work related supportive services.

10. Facilitates engagement, which is critical to the development of trusting and therapeutic relationships and the successful provision of ICMT services.

11. Ensures services are provided to individuals where they are physically: on the street, in shelters, in their homes.

12. Ensures that the stages of change are recognized, and respect is given to the place the client is at in making a change in their lives.

13. Facilitates client attendance at appointments, programs, and services including escorting or accompanying client to appointments, and for shopping and leisure activities, including driving a vehicle. Participates in and supervises social and recreational activities as required.

14. Teaches, demonstrates, models, and supports home maintenance and household management methods. Provides basic information to clients related to activities of daily living, e.g. housekeeping, yard maintenance, meal planning, and preparation, grocery shopping, and managing monthly living expenses.

15. Ensures a safe and healthy working environment by observing universal precautions and infection control procedures; removing obvious hazards; reporting faulty equipment, accidents, injuries, and near misses; and adhering to and enforcing rules regarding safety.

16. Participates in staff meetings, quality improvement initiatives, committees and in-services, and maintains up-to-date knowledge through involvement in work-related continuing education, as required by the employer.

17. Provides direction to volunteers and assists with orientation of new staff and education experiences of students, as well as sharing expertise with other members of the team, as required.

18. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Post-secondary certification in addiction counselling, or a diploma in community social services, plus two years' recent related experience working with persons with substance use and/or mental health including teaching life skills, or an equivalent combination of education, training and experience.

Working knowledge of chemical dependency. Basic knowledge of community resources. Certification in First Aid and CPR (level C). Valid Class 5 BC Driver's License. Participation in Provincial Violence Training within first three months of employment. FoodSafe Certification.

Skills And Abilities

- Ability to communicate effectively, both verbally and in writing;
- Ability to deal with seriously addicted and mentally ill clients and their families;
- Ability to observe and recognize behavioural and/or health status changes in clients;
- Ability to facilitate supportive and educational groups;
- Ability to role model healthy lifestyle choices;
- Ability to set and maintain boundaries;
- Ability to work independently and in collaboration with others;
- Conflict resolution and crisis intervention skills;
- Ability to operate related equipment and software programs such as word processing and spreadsheet applications.
- Ability to deal with others effectively.
- Ability to prioritize and organize client demands made and care needs.
- Ability to problem solve.
- Ability to teach life skills.
- Sound judgment and good observation skills.
- Ability to demonstrate an appropriate level of initiative and independence.
- Ability to work cooperatively as part of a multidisciplinary team.
- Ability to promote positive change and independence.
- Physical and emotion ability to carry out the duties of the position.
- Ability to operate related equipment.
- Advocacy skills