



Opaskwayak Health Authority Position Description

Identifying Information

Position Title	Behavioral Health Clinician
Reports To	RN Case Coordinator / Program Coordinator
Program	Mental Wellness – Physician Clinic – Jordan’s Principle – Minopamatasaywin
Department	Various
Date	04-June-20

Job Summary

Reporting to the Program Coordinator / Program Manager the Behavioral Health Clinician (BHC) is responsible for working with clients who self-refer or are referred by a provider or health team member, to recognize & address mental wellness symptoms & conditions. The BHC is a key member of the integrated care team (ICT) / program; is assigned key responsibilities; practices organizational & cultural competencies to the highest level; supports ICT / program members by picking up tasks as required (within a defined scope) in order to ensure smooth & efficient performance of the ICT / program & provides scheduled coverage for other BHCs when required.

Key Responsibilities

Client Centered Care
<ul style="list-style-type: none"> • Advises client / family on self-care methods • Assesses client needs; designs & implements treatment plan as indicated • Assists / leads / participates in client case conferences • Conducts screening, assessment, brief intervention, education & follow-up monitoring for clients • Determines need & facilitates access to specialty behavioral health services • Develops & maintains a trusting & partnering relationship with assigned clients • Develops treatment plans based on assessment information • Educates / prepares / refers clients for participation in learning circles • Ensures appropriate diagnostic evaluations & treatment plans are obtained in • Evaluates suicidal individual(s) in crisis & manages their safe disposition • Liaises with other professional services (internal & external) to ensure all clinical requirements are met • Makes appropriate referrals to urgent response team • Obtains complete & accurate information in a courteous, respectful & culturally sensitive manner in order to determine an appropriate treatment plan • Participates in joint client visits & ICT / program case conferences • Performs assessment & brief treatment for a wide range of psychological & behavioural health needs using brief therapy • Performs comprehensive assessment on population served • Practices evidenced-based intervention techniques for complicated cases including severe depression & compulsive disorder • Presents client reviews to care team & provides feedback regarding clinical issues • Provides a high standard of care for clients across the lifespan • Provides clear & concise verbal & <u>written</u> instructions; confirms understanding by listening & asking for feedback • Provides education / resources / homework to clients based on stage of change • Provides referrals to clients, as determined & as needed • Provides simultaneous focus on health & behavioral health issues • Refers clients to internal & external specialists / supports for diagnosis, as required • Refers clients to internal & external specialists / supports for initial / new psychiatric diagnosis, initial treatment plan & treatment plan adjustments • Seeks out & facilitates access to resources required by clients

<ul style="list-style-type: none"> • Supports & motivates clients to enhance well-being, monitor long term conditions & make lifestyle changes • Utilize a variety of brief therapeutic modalities including group learning circles, individual / child / family / couples counselling, family support services • Works to improve provider & client relationships • Works with members of treatment team (internal / external) to further goals of client education & treatment plans • Works with the provider to monitor & manage “at risk” & “chronic” clients • Participates in the rotation for mental wellness on-call
Integrated Care Team Support & Administration
<ul style="list-style-type: none"> • Acts as a resource provider by answering questions regarding client care • Acts as a resource to learning circles / learning circle facilitators • Conducts chart reviews on a regular basis • Consults & coordinates with the primary care team, as required • Develops educational & training materials; disseminates educational & training material information to ICT members; assists learning circle facilitators with educational & training material selection • Develops learning circle programming & activities, by topic / focus • Documents clinical documentation into EMR; ensuring that it is complete & concise • Participates in regularly scheduled individual & group supervisory sessions including learning circles • Presents case information at clinical review meetings • Proposes changes to achieve more effective working relationships with ICT members • Provides consultation / coaching to providers & case managers • Provides immediate assistance to ICT members, as required • Provides professional expertise & consultation to the care provider • Responds to emergency situations • Support the ICT team in working collaboratively • Supports provider decision making & builds on client interventions • Works in coordination with ICT to develop overall client treatment plans • Works with providers to develop “core” behaviors health skills needed on an integrated care team

Education & Training

Education	<ul style="list-style-type: none"> • Baccalaureate Degree – Social work, counselling or psychology (required)
Licenses & Certificates	<ul style="list-style-type: none"> • Motivational interviewing certificate (required) • Trauma informed practice certificate (required) • Registration with the appropriate licensing body (required) • Valid Manitoba Class 5 Driver’s License & daily access to a vehicle (required) • Certificates – First Aid, CPR, ASIST (preferred)
Other	<ul style="list-style-type: none"> • None

Knowledge, Skills & Abilities

Knowledge	<ul style="list-style-type: none"> • Knowledge of Aboriginal health issues (required) • Knowledge of client safety (required) • Knowledge of harm reduction principles (required) • Knowledge of privacy legislation - PHIPA, PHIA, PIPEDA (required) • Knowledge of First Nations community & culture, health issues (preferred) • Knowledge of the Seven Sacred Teachings (preferred) • Knowledge of trauma-informed practice (preferred)
Skills	<ul style="list-style-type: none"> • Cultural competency / cultural sensitivity / cultural safety skills (required) • Proficiency in MS Office Suite - Word, Excel, PowerPoint, Outlook (required) • Strong communication (verbal & written) & interpersonal skills (required) • Strong conflict resolution skills (required)

	<ul style="list-style-type: none"> • Strong problem-solving skills (required) • Strong stress management skills (required) • Strong time management & organizational skills (required) • Familiarity with Accuro, Manitoba eChart & Mustimuhw software (preferred)
Abilities	<ul style="list-style-type: none"> • Ability & willingness to support, promote & practice client-centered care (required) • Ability to maintain confidentiality of information (required) • Ability to operate in a culturally sensitive manner (required) • Ability to prioritize tasks (required) • Ability to think proactively, critically & independently in order to make strong & informed decisions (required) • Ability to work in a “readiness to change” model of care (required) • Ability to work in a multi-disciplinary work environment (required) • Ability to work independently, within a multidisciplinary team & with minimal supervision (required) • Commitment to continuous self-development (required) • Demonstrated ability to consistently act in a professional manner (required) • Physical capabilities to perform skills (required) • Satisfactory employment record including attendance at work (required) • Ability to communicate in Cree (asset)

Experience

Experience	<ul style="list-style-type: none"> • 2 years of case management experience (required) • 2 years of experience providing care to a First Nations population (required) • 2 years of work experience in motivational interviewing (required) • 2 years of work experience in social work, counselling or psychology (required) • Satisfactory employment record including attendance at work (required)
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Employment Checks

Employment Checks	<ul style="list-style-type: none"> • Child abuse registry check (required) • Criminal record check (required)
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Organizational Competencies

Client Focus	
	<ul style="list-style-type: none"> • Applies customer service guidelines that are appropriate for the situation • Creates, develops & nurtures culturally appropriate interactions & connections with ICT members / clients / families / co-workers / service delivery partners / community members • Develops & maintains successful working relationships with ICT members / clients / families / co-workers / service delivery partners / community members • Identifies & embraces opportunities to provide helpful information to clients & families • Provides exceptional client service & ensures that clients / families perceive that that all staff are invested in attending to their needs • Understands & is sensitive to culturally diverse customs & traditions impacting health care of clients / family • Works with ICT members to ensure efficient & effective flow of clients through the department
Teamwork	
	<ul style="list-style-type: none"> • Attends staff meetings, training sessions, planning / problem solving sessions, huddles, check-in, etc., recognizing that active participation increases quality of client-focused service delivery • Develops & maintains interpersonal relationship in order to be a fully effective & fully participating ICT member in a care delivery model that focuses on team building • Mentors new / same position staff in other ICTs • Participates in committees within the department

<ul style="list-style-type: none"> • Participates in fulfilling the mission, vision, values, goals & objectives of the organization • Serves as a resource to other integrated care teams • Supports & participates as an active ICT member • Works collaboratively with ICT members / clients / families / co-workers / service delivery partners / community members • Works effectively in a multi-disciplinary team environment
Communication
<ul style="list-style-type: none"> • Attends & participate in daily huddles & check-ins as an key component of quality & safety in client care • Communicates issues & concerns promptly to supervisor • Communicates with team members to support & facilitate high quality & safety focused client care • Ensures that verbal & written communication is clear, concise & understood by the listener; asks for feedback • Liaises with internal & external service delivery partners • Practices professional & effective written, oral & interpersonal skills
Quality of Service Delivery
<ul style="list-style-type: none"> • Applies advanced access principles • Applies knowledge / complies with policies, procedures, best practice guidelines & applicable legislation • Complies with quality, safety & infection control standards • Maintains a clean & orderly work environment • Meets or exceeds attendance standards in order to support • Practices continuous quality improvement to program & service delivery, process & organizational effectiveness • Reports defective or missing equipment & safety hazards • Understands key concepts including same day access, primary care provider continuity, empanelment & integrated care
Quality of Performance
<ul style="list-style-type: none"> • Ability to perform job with minimal supervision • Arrives at work & starts on-time in order to support of client-focused care delivery • Develops & monitors a system for tracking / monitoring / managing tasks / actions items / projects • Efficiently & effectively manages multiple tasks / responsibilities • Maintains & develops a high level of computer skills in order to effectively & efficiently access multiple programs that support high quality client service delivery • Maintains professionalism at all times, practices conflict resolution skills with clients & staff • Effectively prioritizes needs, problem solves & makes decisions to the level required by the position • Seeks out & participates in learning opportunities in order to develop practical / technical / professional skills required by the position • Takes responsibility for all work activities & personal actions by following through on commitments

Cultural Competencies

Seven Sacred Teachings	Humility • tapaténimōwin • To accept yourself as a sacred part of creation is to know humility <ul style="list-style-type: none"> • Learn not to be arrogant • Do not think too highly of yourself • Do not want for yourself
	Honesty • tapwéyatsiwin • To walk through life with integrity is to know honesty <ul style="list-style-type: none"> • Be truthful & trustworthy • Use straightforward & appropriate communication • Be honest with yourself as well as with others
	Respect • kistenítamowin • To honour all creation is to have respect <ul style="list-style-type: none"> • Show regard for the values of people & things through appreciation

	<ul style="list-style-type: none"> • Don't hurt anything or anyone on the outside or inside • Never take more than you need & always give away that which you do not use • Learn respect & learn balance
	<p>Courage • sōkétahawin • To face life with courage is to know bravery; the personal strength to face difficulties & challenges</p> <ul style="list-style-type: none"> • Have courage • Make positive choices • Stand up for your convictions
	<p>Wisdom • nipwakéwin • To cherish knowledge is to know wisdom</p> <ul style="list-style-type: none"> • To live your life based on your unique gifts is to live wisely • Do not live based on what you wish you were • Live on what you are
	<p>Truth • tapwéwin • To know these things is to know truth</p> <ul style="list-style-type: none"> • Be sincere in action, character & what you say • Pray, every day • Ask for yourself when there is no recourse • And give thanks, always
	<p>Love • sakítowin • To know love is to know peace</p> <ul style="list-style-type: none"> • You must understand and live the other six teachings before you can know love • Attachment is based upon devotion, admiration, tenderness, unselfishness, loyalty & concern • To love yourself is to live in harmony with all creation

Supervisory Responsibilities

- None

Working Conditions

Mental Demands	<ul style="list-style-type: none"> • Occasional barriers in language, cross-cultural understanding, etc. • Occasional concern for personal safety • Occasional heavy workload • Occasional inability to make decisions & / or lack of control over work • Occasionally dealing with client trauma that is stressful • Occasionally encounter difficult interpersonal relationships & / or inability to make changes • Occasionally encounter emotionally charged situations
Physical Demands	<ul style="list-style-type: none"> • Infrequently lifting, pushing & pulling up to 25 lbs. • Occasional need for driving • Frequent walking (1/3 time) • Frequent sitting (up to 2/3 time) • Infrequent standing (less than 2/3 time)
Work Context	<ul style="list-style-type: none"> • Occasionally required to work overtime • Frequent conflicts in work priorities • Frequent changes in the workplace • Frequent changes in process • Co-located workspace • Frequent interruptions that are disruptive • Pleasant work environment

Approvals (required for new job descriptions only)

I certify that this is an accurate description of the responsibilities required of the position & that it forms the basis for the position classification level & the performance appraisal related to this position.

Human Resource Manager

Date

Program Manager / Title

Date

Executive Director

Date

Signatures (required upon acceptance of job offer)

I have read the foregoing & understand it is a description of the duties assigned to my position.

Signature of Employee

Date