

Job Description

Mental Health Worker

PURPOSE OF THE POSITION

(The main reason for the position, in what context and what is the overall end result)

The Mental Health Worker is responsible for administering and delivering mental health services to individuals and families.

SCOPE

(The way that the position contributes to and impacts on the organization)

The Mental Health Worker reports to the Senior Administrative Officer and is responsible to provide counselling and support services to individuals and families experiencing mental health issues. This may include confidential individual, family or group counselling, support for families dealing with mental health issues or referrals to treatment for individuals.

The Mental Health Worker will provide education to individuals and groups in the community with a focus on high-risk populations including youth. The Mental Health Worker will be familiar with other services and resources in the community and work closely with them to provide information and support when required.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Provide mental health counselling and support to individuals, families and groups in the community

Main Activities

- Answer phone calls and inquiries concerning available programs and services
- Provide a safe and welcome environment for people to visit
- Provide counselling to individuals about mental health and mental health issues
- Provide counselling to families about mental health and mental health issues
- Make home visits as requested
- Accept referrals from individuals, families and agencies in the community
- Provide group counselling, as requested
- Maintain strict confidentiality guidelines regarding all clients, conversations and referrals

2. Provide community education, support and activities

Main Activities

- Develop on the land and traditional healing programs
- Participate in youth programs such as on the land and traditional programs and sports and recreation
- Organize special events including dances and feasts
- Coordinate workshops on mental health and mental health issues
- Provide community education and support programs
- Access and collect relevant information and resources
- Distribute relevant information
- Make visits and presentations to various groups and organizations including school aged children
- Access or develop promotional materials and information

3. Provide treatment referrals

Main Activities

- Assist individuals to identify their need for treatment programs
- Liaise with treatment programs
- Assist clients to meet all requirements
- Access funding for treatment programs
- Evaluate the effectiveness of treatment programs
- Liaise with community agencies and supports

4. Collaborate with community agencies

Main Activities

- Ensure ongoing contact with community groups including the Health Centre, RCMP and schools
- Participate on interagency working committees
- Conduct case conferencing with other agencies
- Provide education by presentations and workshops, as requested
- Lobby agencies and organizations for programs and support

5. Administer mental health programs

Main Activities

- Prepare proposals for program funding
- Maintain confidential written records of client interactions

- Create and maintain current and accurate records of the numbers of clients served and the issues
- Create and maintain notes about community contacts, presentations and workshops
- Maintain notes about suggestions for future presentations and programs
- Maintain a resource library of information about addictions, prevention, FAS/E and other related topics
- Secure the confidentiality of all interactions and records
- Conduct all tasks with regard to any and all relevant legislation, policies and procedures

6. Perform other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

(The knowledge, skills and attitudes required for satisfactory job performance)

Knowledge

The incumbent must have proficient knowledge in the following areas:

- ✓ the causes and symptoms of mental health issues
- ✓ prevention strategies
- ✓ needs and risk assessment
- ✓ substance abuse
- ✓ family dynamics
- ✓ the impact of trauma
- ✓ an understanding of crisis management and the ability to deal with life threatening situations including the prevention of suicide
- ✓ case management and confidential record keeping practices
- ✓ individual, group and crisis counselling methods
- ✓ the requirements of treatment programs available to residents of the NWT
- ✓ funding requirements for treatment
- ✓ the culture and traditions of Northern Peoples
- ✓ all relevant legislation, policies and practices
- ✓ program management and delivery
- ✓ program evaluation
- ✓ ability to speak the local language is a strong asset

Skills

The incumbent must demonstrate the following skills:

- ✓ emergency response skills
- ✓ analytical and problem solving skills
- ✓ demonstrate good decision making in dealing with safety issues and with aggressive and/or intoxicated clients, if required
- ✓ mediation and negotiations skills
- ✓ conflict resolution skills
- ✓ effective counselling skills
- ✓ effective verbal and listening communications skills
- ✓ computer skills
- ✓ effective written communications skills including the ability to prepare proposals, reports and policies
- ✓ effective public relations and public speaking skills
- ✓ research and program development skills
- ✓ stress management skills
- ✓ time management skills
- ✓ be able to manage his/her own case files on an independent basis
- ✓ be able to work cooperatively as a part of a team

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Income Support Worker. The incumbent must also demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate sound work ethics
- ✓ maintain standards of conduct

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

The Mental Health Worker will be required to move throughout the community and beyond, so must be comfortable driving and walking in all weather. The Mental Health Worker must be able to prioritize situations and manage time, and may find that they are needed at irregular hours causing fatigue and stress. They may experience stress and stress related symptoms due to interacting with clients in crisis. The Mental Health Worker may be exposed to illness and unsanitary conditions so must take care to protect their own health. The Mental Health Worker may also have to manage physically threatening clients and be prepared to be responsible for their own safety, and the safety of others.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The Mental Health Worker may find their office to be busy with both scheduled and unscheduled clients. They must be ready to respond quickly and effectively to many types of situations, including crisis situations. The Mental Health Worker may also be invited to other environments that are stressful. They may experience isolation because members of the community may not always agree with the decisions they make, and the commitment to confidentiality may not allow a response. The Mental Health Worker may also experience isolation because there is no one else in the community doing the same kind of work. The Mental Health Worker must be prepared to manage their own stress.

Sensory Demands

(The nature of demands on the incumbent's senses)

The Mental Health Worker will be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves or their homes. The Mental Health Worker may experience a number of unpleasant sensory demands associated with the lack of personal care.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

The Mental Health Worker must monitor their own time and stress levels to ensure that they are able to effectively assist clients. They may find that they are continually interrupted, and may have to quickly assess situations to respond appropriately. The Mental Health Worker may be placed in a situation where his/her own life may be threatened as well as life-threatening situations for others such as instances of attempted suicide.

CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name Date	Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Senior Administrative Officer's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.