



**MATAWA HEALTH
CO-OPERATIVE**

Mental Health Intake Worker Job Description

QA# CO-OP JOB 006 Department: Matawa Health Co-operative Issue Date: January 9, 2020, Revision/date:
Approved By: ED Frances Wesley

Must be “fully vaccinated” against COVID-19. (In Ontario, a “fully vaccinated individual” is defined as one who has received the required number of doses as outlined by Health Canada and they have received their final dose of the COVID-19 vaccine at least 14 days ago.) Must provide Health Canada’s proof of vaccination (vaccine receipt or enhanced vaccine certificate).

PURPOSE OF THE POSITION

Matawa First Nations established the Matawa Health Co-operative (MHC). This provincially incorporated Co-operative consists of the nine Matawa member communities – Webequie, Neskantaga, Nibinamik, Eabametoong, Marten Falls, Aroland, Ginoogaming, Long Lake #58 and Constance Lake First Nations.

The Intake Worker will work closely with the Director of Mental Health Services and the Mental Health Team to assist with processing and tracking referrals for service as well as file closures and tracking. This position will report to the Executive Director of the Matawa Health Co-operative.

SCOPE

The Intake Worker will provide clerical support to the Matawa Health Cooperative Mental Health Team. The Intake Worker will act as a first point of contact for screening, processing, and data input and tracking of mental health referrals and requests received to the program. On occasion will require data collection when referrals are missing required and relevant information. They will also assist Mental Health Team with appropriately tracking file closures. The Intake worker may assist the Mental Health Team with acquiring and obtaining client/patient consent for service when able to do so. Finally, the Intake Worker will also work in coordination with Matawa members, collateral contacts, and referral sources to provide follow up information and/or confirmation of receipt pertaining to referrals.

RESPONSIBILITIES

- Responsible for being a professional and supportive “first point of contact” for Matawa members seeking mental health and addictions services;
- Being comfortable to ask safety questions that assess whether an individual is at risk to harm themselves or others;
- Tracking application/referrals in order of priority and date of receipt in order to manage waitlists if and when necessary;
- Work as a member of an interdisciplinary team to conduct centralized intake functions (which may include, but is not limited to: initial screenings, ensuring referral meets eligibility criteria for service, assessing level of urgency and risk associated with referrals, collecting missing information/dates, tracking referrals, following up with referral source as needed, assigning referrals to appropriate mental health staff, and generally providing over-all support as it pertains to opening files for services as well as closing them);

- Working with collateral contacts who are often reaching out and submitting referrals on behalf of Matawa members in order to access mental health service (which may include, but is not limited to: Matawa community nursing stations, nurses /physicians, Matawa community front-line staff, Matawa partner programs, etc.);
- Being cognizant of any conflict of interests which may need to be taken into consideration;
- Assigning new applications/referrals to Mental Health Counsellors based on their community designation;
- Support Matawa members in accessing mental health services that may include but are not limited to: one-on-one counselling services (youth and adult), as well as support services that address trauma, grief and loss, depression/anxiety, self-harm/suicide prevention services, harm-reduction, safety planning, and substance misuse and addictions;
- Connect members to culturally relevant supports as requested/needed;
- Maintain accurate and confidential client records electronically and in a timely manner;
- Follow duty to report requirements as necessary;
- Work collaboratively as part of a multi-disciplinary team;
- Participate in supervision and team meetings as required;
- May require travel to Matawa First Nation communities, often by small aircraft;
- All other duties as deemed necessary by your immediate Lead/Supervisor.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Knowledge of data entry and statistic collection;
- Familiar with privacy, confidentiality, and duty to report;
- Knowledge of community support services, both in Thunder Bay and within the Matawa communities;
- Knowledge of First Nations culture, history, community-based services, geographic realities and social conditions within remote First Nations communities;
- Knowledge of Nine Matawa First Nation communities, as well as other partnering departments under Matawa First Nation Management;
- Cultural Competency;

Skills

The incumbent must demonstrate the following skills:

- Good discretion and a strong ability to protect and respect confidentiality;
- Self-starter who is able to effectively work independently and/or as part of a team;
- Highly adaptable and able to work in a fast-paced environment, while demonstrating good judgement and problem-solving skills;

- Strong interpersonal and communications skills (written and oral) and an ability to establish and maintain rapport effectively with clients and partners;
- Highly organized, capable to multi-task and manage time effectively;
- Proficiency in computer skills and technology-based applications: word processing/Microsoft Applications particularly excel, Outlook/email, electronic databases, etc.;
- Familiar with electronic medical records (EMR) PS Suites database and or willingness to learn;
- Attention to detail;
- Ability to think critically and without prejudice;

Qualifications

- Diploma related to the area of Social Work and/or Administration (e.g., Field related to an Indigenous specialization, Native Child & Family Services, Social Service Worker, Office Administration or Administrative Assistant, etc.);
- Must be “fully vaccinated” against COVID-19. (In Ontario, a “fully vaccinated individual” is defined as one who has received the required number of doses as outlined by Health Canada and they have received their final dose of the COVID-19 vaccine at least 14 days ago.) Must provide Health Canada’s proof of vaccination (vaccine receipt or enhanced vaccine certificate);
- Preference is given to someone with a valid Class G Driver’s License and must be willing to provide a criminal background check;
- Previous experience working with First Nations communities is an asset;
- Fluency in Cree, Oji-Cree, or Ojibway is an asset;
- Support system and self-care strategies in place to maintain own well-being;

Organizational Responsibilities

As a representative of the Matawa Health Co-op, the employee is responsible for:

- Reflecting and interpreting the organization vision, mission and core values in his/her own work with enthusiasm and commitment;
- Acting in accordance with relevant legislation and organization policies and procedures;
- Proposing changes within our Mental Health and Addictions services at Matawa Health Co-operative that would improve the quality of service to our First Nations’ children, families, and communities;
- Developing and maintaining respectful, cooperative working relationships to contribute to the delivery of services to First Nations’ children, families, and communities;
- Understanding their role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- Ensuring accuracy, confidentiality, and safekeeping of agency records;

WORKING CONDITIONS

Physical Demands

The employee may have to travel to the communities in all weather. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The employee may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Matawa Building may be a busy facility. The employee may have to manage a number of projects at one time and may be interrupted frequently. The employee may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks. Required to travel to Matawa First Nation Communities in all weather conditions.

Sensory Demands

Sensory demands can include to spend an adequate amount of time with use of a computer and may experience eye strain and occasional headaches.

Mental Demands

The employee will have to manage a number of requests and projects at one time. They must be aware of MHC business in the communities and all relevant legislation, policies, and procedures. The employee must be prepared to deal with emergencies and stressful situations at any time. Will need excellent organizational, time and stress management skills to complete tasks.

CERTIFICATION

Employee Signature

Printed Name

Date

I certify that I have read and understand the responsibilities assigned to this position.

Supervisor's Title

Supervisor's Signature

Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

Chief Executive 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.