

	Job Description #	8011
	<b>JD SECTION</b>	
	<b>CLINICAL INTAKE SERVICE WORKER</b>	
	Date Issued:	January 27/06
	Date Revised:	January, 2018
<u>Job Description</u>  <b>CLINICAL INTAKE SERVICE WORKER</b>	Job Description Approval  <hr/> Chief Executive Officer	

**POSITION TITLE:**

**Clinical Intake Service Worker**

**REPORTING TO:**

**Clinical Supervisor / Manager**

**QUALIFICATIONS**

- B.S.W. preferred, with three (3) years relevant experience; or B.A. degree in Psychology, Social Services or related field preferred, with three (3) years relevant experience; or successful completion of College Diploma in relevant discipline (preferably Social Services Worker or Child & Youth Worker), plus minimum of four (4) years relevant experience. Relevant experience must include the provision of intensive case management in one or more of the following areas: children's mental health services, developmental services, rehabilitation services, and other community supports for high need, high-risk children and youth, with demonstrated ability to conceptualise both the administrative and clinical aspects of the work.
- Significant experience and demonstrated ability in the provision of goal-oriented, community-based support services to children and youth with special needs (medical, developmental, social, emotional, behavioural, psychological, environmental) and their families.
- Experience providing single therapy sessions as a listener or a lead clinician.
- High level of maturity and interpersonal skills; demonstrated leadership qualities with competence in making and implementing effective decisions.
- Ability to establish and maintain professional relationships within the intake team, and to work cooperatively and negotiate effectively within Clinical service providers at Algoma Family Services.
- Ability to work cooperatively and collaboratively, and to negotiate effectively with collateral agencies at the systems level.
- Practiced and proficient telephone interviewing and intake assessment skills with parents, youth up to the age of 18 years, caregivers, and collateral/community professionals.
- Proficiency in the use of a variety of developmental, behavioural and mental health screening and assessment tools.
- Demonstrated competence in the administration of the SDQ.
- Ability to write clear, concise reports and documentation, with attention to detail.
- Thorough knowledge of child and family development (psychological, emotional, physical, social), family systems theory, parent-child interaction and counseling services theories.
- Skills in a variety of basic counseling intervention techniques used for working with children, youth and their families.

**QUALIFICATIONS cont'd:**

- Skills in the areas of mediation, conflict resolution and negotiation.
- Demonstrated proficiency with computers and various applications, especially using Microsoft Office (Word, Outlook, Excel, PowerPoint), and CIMS or other information data bases.
- Ability to provide services in both official languages (English/French) is an asset.
- Possession of a valid Ontario Driver's License (minimum of Class G2 if over the age of 19, and Class G license if 19 and under), use of a personal vehicle and ability to travel within the District of Algoma.
- Availability to work flexible hours including evenings and occasional weekends.

**PURPOSE OF THE POSITION:**

Under the supervision of a Clinical Supervisor and the Coordinator of Children's Intake Services, the Clinical Intake Service Worker will:

- Serve as the entry point for youth, families, adults and collaterals wishing to voluntarily obtain mental health services within AFS (Algoma Family Services). Using designated measures, (e.g., SDQ – Strengths and Difficulties Questionnaire) interview the inquiring person(s) as per AFS Child & Youth Mental Health Intake policies and procedures. For all but complex, multi-need children, this role will be brief and limited to information collection and facilitation of appropriate referrals to service-providing agencies.
- Become thoroughly familiar with current government, community and agency frameworks, legislation, guidelines, and reports related to the functions of intake and service coordination for MCYS, MOHLTC/LHINS, and other funded children's services, specifically children's mental health services.

**DUTIES AND RESPONSIBILITIES:**

1. To work as a team member to provide clinical intake services for AFS.  
This includes:
  - a) Responding within prescribed standards to all inquiries and requests about children/youth services and supports.
  - b) Report all situations where children/youth require child protection services to the Children's Aid Society of Algoma within prescribed time lines.
  - c) Gather pertinent information to determine the need(s) for service, incorporating the use of program and/or agency-specific screening tools, including the SDQ.
  - d) Determine client eligibility and priority for service using established criteria.
  - e) With the eligible client/family, develop a Disposition of Intake and AFS initial service plan to link the child/youth/family to the most appropriate service(s), secure all required consents, and enter all pertinent client information into the integrated CIMS data base.
  - f) Work in cooperation with the receiving service provider(s), ensure that the child/youth/family is promptly linked to the service(s) that the client intake information is shared appropriately and with legal consent, and that the initial ACPS is coordinated and supported in a timely and efficient manner.
  - g) Prepare and distribute documentation for review by the Coordinator of Children's Intake Services.
2. To work as a team member to meet the needs of complex, multi-need children and youth

- and their families/caregivers by following the Algoma Children's Complex Case Resolution Process.
3. To demonstrate strong, diplomatic mediation, conflict resolution, negotiation, and problem-solving skills at both the interpersonal and system levels, with the ability to foster collaboration, cooperation and effective negotiation.
  4. To develop highly creative and innovative strategies to deliver individualized, clinically effective services within the local service system.
  5. To contribute to the development of a system/means to accurately track cases of children/youth with complex/multiple needs within the local children's service system.
  6. To work in cooperation with the team and all other clinical staff assigned to ensure that appropriate consents to disclose personal health information as per PHIPA are signed and client information is shared, and that the ACPS is coordinated and supported in a timely and efficient manner..
  7. To facilitate and attend mental health assessments with clients and assist with resulting referrals/recommendations as required.
  8. To actively participate in the delivery of single therapy sessions and other clinical treatment services as designated by the Manager Clinical Services of Children's Clinical Intake Services.
  9. To complete all functions [intake, intervention, and case reporting, discharge and follow-up procedures] in accordance with established policies and procedures, and inter-agency protocols. Ensure that daily reports, clinical recording, statistical information, and other administrative requirements are accurately and promptly completed and communicated to the appropriate sources.
  10. To have a thorough working knowledge of local and regional resources; liaise with local and regional service providers and other key resources.
  11. To interpret the services of AFS to staff of local MCYS-funded children's service providers, to staff of organizations who are part of the local, cross-sectoral children's service system, and to the community at large.
  12. To take initiative to develop a personal professional development plan.
  13. To participate in program evaluation, accreditation, and other agency measures in accordance with established policies and procedures; to provide input into the development of proposals for service growth and delivery.
  14. Participate in Single Therapy Sessions and Walk in Counselling Services as time and caseload permits
  15. To assume other responsibilities as assigned from time-to-time by the Manager, Intake & Assessment Clinical Services.

**RESPONSIBILITIES AND EXPECTATIONS SPECIFIC TO RURAL ALGOMA:**

1. To travel to all Algoma District communities, as required, to fulfill Intake Service functions

and responsibilities.