

Job Description

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| Job Title: | Mental Health Intake and Triage Coordinator |
| Department: | Counselling Services |
| Reports To: | Manager, Counselling Services |
| Jobs Reporting: | None |
| Salary Grade: | USG 7 |
| Effective Date: | April 2016 |

Primary Purpose

Reporting to one of the Managers of Counselling and Psychological Services (MCPS), the position of Mental Health Intake and Triage Coordinator (Coordinator), functions at the very centre of Counselling Services. Using exceptionally well-developed, strong verbal, listening and written communication skills, this role facilitates triage and screening of all students presenting to Counselling Services through active listening, and asking personal questions to determine type of service needed. The Coordinator explains the services offered by Counselling and Psychological Services, provides relevant mental health education, recommends other campus supports, and discusses insurance and/or community service options. This can be challenging as often students are presenting in considerable distress.

Key Accountabilities

Conduct Complex Screening

The Coordinator is the main point of contact for Counselling Services and is responsible for providing in-depth screening of students in a high-volume environment by facilitating the following:

- Meeting with all students presenting at Counselling Services for a 15-30 minute triage and screening appointment to determine service needs.
- Working through a collaborative screening process to ensure the most effective and efficient determination of service needs. This process includes: identifying a statement and formulation of the problem from the student's perspective, gathering the student's assumptions about the nature of the problem, collecting and accurately identifying relevant information based on the client's representation of their story.
- Managing the student's expectations regarding the scope, availability, and time-frame for accessing programs and services.

Clinical Case Load Monitoring

The Coordinator plays a vital role in monitoring clinical caseloads and assigning clients based on the preliminary screening. This is established through:

- Consistently collaborating with all clinical (including residents and interns) and administrative staff within Counselling Services and in the broader university community to ensure optimal client care.
- When determining that individual counselling is recommended, the Coordinator will schedule an intake appointment with a clinician based on skill set, expertise and availability.
- Informing Managers at regular meetings about current wait times for service.
- For students waiting to access service, the Coordinator will determine level of urgency, and in consultation with the Managers, determine client assignment amongst their teams based on clinicians' skill set, expertise and availability.

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Crisis Triage, Referrals and Outreach

The Coordinator provides supportive intervention in crisis situations through instructing and informing other members of the team on the client's situation, as well as identifying possible problems and possible appropriate actions. The Coordinator facilitates this by:

- Identifying students at risk, and when determined to be an emergency, referring the student to the staff member available for crisis appointments.
- Maintaining a good working relationship and ongoing communication with referral sources, acting as a resource, and maintaining cooperative working relationships with staff, students, faculty and community agency representatives.
- Liaising with Insurance Providers to facilitate students' access to community services.
- Delivering presentations on campus and to community-based organizations and outside agencies regarding Counselling Services referral and intake processes.
- Initiating referrals to appropriate Counselling Services, or other on-campus/community resources.

Required Qualifications

Education

- Completion of a minimum of a Bachelor's degree in Social Work or other comparable field is necessary
- Licensed or eligible to be licensed within a Regulated Mental Health Profession within the province of Ontario

Experience

- Progressive clinical and administrative experience in a student-focused post-secondary environment with a background highlighted by mental health and student development expertise
- Competencies will include strategic thinking, organization, and communication as well as an appreciation of the benefits of collaborative intra- and inter- departmental functioning in an ever-changing environment
- Sensitivity, assertiveness, diplomacy and an astute understanding of mental health is required to answer questions, reassure, educate, advise and guide each student through the initial stages of screening and referral
- Must demonstrate an awareness of diversity with sensitivity to areas such as: age, culture, ethnicity, gender, sexual orientation, and socio-economic class.

Nature and Scope

- **Contacts:** Internally, the Coordinator interacts regularly with Managers of Counselling Services, their multi-disciplinary teams, as well as other members of the Campus Wellness Team, members of other student service departments (e.g. Health Services, AccessAbility Services, Police Services, Student Success Office, Athletics & Recreation, Centre for Career Action, Co-op Education, Registrar's Office, etc.) and member of academic units. Externally, the Coordinator interacts with partners in other post-secondary counselling centres, as well as members of community mental health agencies, professionals and with hospitals. She/he is responsible for maintaining and enhancing strategic working relationships in all of these areas within the defined parameters of the Coordinator role.
- **Level of Responsibility:** The Coordinator is responsible and accountable to a Manager of Counselling Services in the development and execution of all operations and strategies related to the provision of intake services related to the mental health of clients of Counselling Services.
- **Decision-Making Authority:**
- **Physical and Sensory Demands:** Minimal demands typical of a clinical and administrative position operating within an office environment.
- **Working Environment:** The position is exposed to stress and pressure associated with senior clinical and administrative responsibilities. It involves moderate psychological risk resulting from difficult and unavoidable

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exposure to disagreeable and uncomfortable environmental and psychological conditions. There will be unusual hours and schedules. The position involves the stresses associated with an on-call system, multiple and/or tight deadlines beyond one's control, and constant interruptions.