

## Job Description

---

<b>Job Title:</b>	Intake Specialist
<b>Department:</b>	Campus Wellness
<b>Reports To:</b>	Manager, Counselling Services
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	August 2020

---

### **Primary Purpose**

Using an anti-racist, anti-oppressive, trauma-informed and affirming approach, the Intake Specialist conducts structured risk assessment, triage, and screening for all people (e.g., students, staff, faculty, police, parents) who present to Campus Wellness seeking mental health support for themselves or for someone else. This position underpins the counselling mission which focuses on supporting and promoting academic success, student and campus mental health, psychological wellness, and safety within members of a diverse and global university community.

### **Key Accountabilities**

#### **Complex Screening**

- Meet virtually or in person, with all students or third parties (e.g., police, hospital staff, parents, University of Waterloo staff or faculty) seeking mental health services for a 15 – 30 minute triage and screening appointment to determine service needs and make appropriate recommendations and referrals.
- De-escalate, counsel, and provide recommendations and resources when clients present with high levels of distress or encounters are deemed to be at high risk.
- Work through a collaborative screening process to ensure the most effective and efficient determination of service needs; identify risk and urgency for care; prepare a statement and formulation of the problem from the student or third party's perspective; gather assumptions about the nature of the problem; collect and accurately identify relevant information based on the provider's presentation of the situation.
- Determine appropriate level of care and decide how soon clients need to be seen.
- Inform clients of on and off campus resources; make referrals to other campus resources (Accessibility, Student Success Office etc.); inform clients of funding options to access counselling off campus; assist with filling out paperwork; make "warm referrals" to the student assistance program (Empower Me).
- Manage the student's expectations regarding the scope, availability, and timeframe for accessing programs and services.
- Monitor and manage waitlists for service and document all contacts and interventions using regulated electronic medical record (EMR) software (e.g., Accuro).

#### **Crisis Triage, Referrals and Outreach**

- Identify clients at risk (suicidal, self-harm, homicidal thoughts, or recent trauma), and when determined to be an emergency, refer the client to the staff member available for crisis appointments. The IS uses de-escalation and supportive counselling techniques and stays with clients or third parties until a referral is completed.

## Job Description



- Maintain 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.
- Provide consultation to various stakeholders such as: faculty members, academic advisors, co-op advisors, residence, parents, accessibility, and Special Constable Services, etc. regarding student safety concerns.
- Liaise with insurance providers to facilitate students' access to community services.
- Deliver presentations on campus and to community-based organizations and outside agencies regarding Campus Wellness' referral and intake processes for mental health services.
- Initiate referrals to appropriate services within Campus Wellness or make off campus referrals; provide clients with a plan and resources if an appointment is not readily available.

### **Clinical Case Load Monitoring**

- Collaborate with all clinical and administrative staff within Campus Wellness (including residents and interns) and in the broader University community to ensure optimal client care.
- Determine level of urgency for clients, and in consultation with the managers, determine client assignment amongst their teams based on clinicians' skill set, expertise, and availability.
- Inform managers at regular meetings about current wait times for service. Maintain contact with individuals on the waitlist and assess whether their need for service has changed.

### **Training and Supervision**

- Train and supervise Bachelor's level residents and Interns from mental health care programs of study.
- Provide in-depth training on Campus Wellness' intake procedures, forms, computer programs, risk assessments, referral processes etc.
- Provide daily supervision and coaching.
- Evaluate the students' progress on their learning goals, including the completion of necessary midterm and final evaluation reports and documents.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- Bachelor's degree in Social Work or equivalent in a comparable field is required.
- Licensed or eligible to be licensed with a regulated mental health profession in the Province of Ontario.

### **Experience**

- 2-5 years' experience working in the mental health and/or student development field.
- Progressive clinical and administrative experience in a student-focused post-secondary environment.
- Demonstrated awareness and sensitivity to the lived experiences of equity-seeking individuals and groups.
- Experience training and supervising staff or volunteers

### **Knowledge/Skills/Abilities**

- Ability to identify and de-escalate difficult situations with clients experiencing high levels of distress.
- Well-developed verbal, listening and written communication skills.

## Job Description



- Sound knowledge of privacy legislation related to healthcare.
- Excellent time management skills and the ability to set priorities.
- Intermediate Microsoft Office skills in Word, Excel, PowerPoint, Teams, and SharePoint
- Fluency in the use of an electronic health records system, preferably Accuro.
- An appreciation for the benefits of collaborative intra and inter departmental functions in an ever-changing environment.

### Nature and Scope

- **Contacts:** The IS regularly interacts with clinical and administrative colleagues across Campus Wellness. On-campus contacts include AccessAbility Services, Special Constable Services, the Student Success Office, Athletics & Recreations, Centre for Career Action, Co-Op Education, the Registrar's Office, and faculty and staff from the academic units. Externally, the IS interacts with partners in other post-secondary counselling centres, community mental health professionals and agencies, and with hospitals.
- **Level of Responsibility:** Performs a critical function in risk assessment, triage and screening for clients seeking mental health support. A high degree of patience, empathy, sensitivity, assertiveness and diplomacy are required.
- **Decision-Making Authority:** Determines level of urgency to make proper referrals to internal and external services. This is extremely important as it involves complex decision-making re: students seen same day (for crisis), urgently (within three business days) or for standard reasons (can wait several weeks). The IS incorporates information from screening tools to make their determination of need and match to the appropriate level of care.
- **Physical and Sensory Demands:** Moderate demands typical of working in an office environment. Requires extended periods of sitting and concentrated use of visual senses, primarily on screen. Requires heightened awareness of May require light physical demands including lifting and moving of boxes and files.
- **Working Environment:** The position is exposed to stress and pressure associated with clinical and administrative responsibilities in an office setting. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. Risk of exposure includes airborne and contact-based illnesses; verbally and physically aggressive individuals; individuals dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others). Requires flexibility, adaptability, and resilience in a fast-paced and unpredictable work environment.  
Located indoors in a comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff and faculty and their families). There will be unusual hours or schedules and constant interruptions (ex. phone calls, e-mails, urgent support requests, varying client volumes at different times of year). The position involves the stresses associated with an on-call system, multiple forms of in-person and virtual interaction, and multiple and/or tight deadlines beyond one's control.