

## Job Description

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<b>Job Title:</b>	Clinical Case Manager
<b>Department:</b>	Campus Wellness
<b>Reports To:</b>	Director, Campus Wellness
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	November 2017

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### **Primary Purpose**

The Clinical Case Manager (CCM) is accountable to the Director, Campus Wellness. This position offers case management services to students by coordinating prevention, intervention, and support efforts across campus and community systems to assist at-risk and high needs students, students facing crises, life traumas, and other barriers that impede success. The CCM facilitates at-risk mental health and/or medical needs through intervention, referrals and connections with follow-up services. The role facilitates student's connection to multiple supports, providing information and support coordinating transitions to community mental health resources, specialized treatment programs, crisis intervention, hospitalizations and discharge planning. The position collaborates primarily with the various health care professionals within Campus Wellness while acting as a liaison with other student and academic services.

### **Key Accountabilities**

#### **Assists in the coordination and follow up of services for high risk students**

- Assisting students in obtaining physical and mental health care supports both on- and off-campus
- Assisting Campus Wellness health professionals in coordinating and facilitating support and follow-up for students' health and social service needs including accessing appropriate funding support
- Communicating/collaborating with community treatment facilities (e.g., hospitals, outpatient program, clinical settings, etc.) where a student is receiving care to facilitate the student's return to campus including appropriate follow-up. Position monitors continuity of care, bridging care and services between university and community providers.
- Providing support that includes collecting and reviewing all facts pertaining to student's situation, developing support plan (includes referrals to on campus resources and services, and community resources) and follow-up. The support response is scalable and tailored to each specific student's needs
- Providing support and instructional guidance to students to ensure referral and follow-up success
- Providing follow-up intervention and guidance to ensure that students with psychiatric /mental health complex needs/concerns are appropriately assessed, successfully referred, and support with treatment recommendations
- Being responsible for follow-up contact to assess referral efficacy acting as consultant to faculty and staff to facilitate referrals to Campus Wellness and to treatment resources outside of Campus Wellness
- Assisting students with internal University procedures related to petitions, leaves of absence and appeals
- Engaging in collaborative involvement with the student in the re-entry process for those individuals on voluntary or involuntary leaves of absence
- Participate in the establishment/initiation of the Complex Care Team

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- Initiating and develop on-going liaison relationships with community health providers, services, hospitals, and other resources to facilitate student referrals and access community resources
- Developing and maintaining a database of referral resources and services in surrounding communities while ensuring such information is readily available for all Campus Wellness personnel
- Following and tracking referrals for students with identified high risk needs ensuring they are receiving appropriate intervention and follow up care
- Provide coverage to the Mental Health Nurse as necessary where appropriate

### **Documentation and Communication**

- In consultation with clinical professionals, develops a care plan for each high need student admitted to the Complex Care team
- Maintain accurate and timely case records and prepare necessary statistical reports
- Maintain a directory of community resources available to students and to Campus Wellness health care professionals
- Assist students in understanding University policy where policy has impact on student success and care
- Engage in ongoing monitoring and evaluation of practices, systems and processes that impact success for at-risk and students with complex psychiatric/mental health needs/concerns
- Prepare an annual report
- Identify areas for improvement as indicated, make recommendations for change and participate in review and revision of systems and protocols as appropriate

### **Collaboration**

- The clinical case manager works closely with a Complex Care team made up of Psychiatrists, Mental Health Nurse, Physicians and Counselling staff
- The clinical case manager assists with development of the Complex Care team processes such as intake, priority determination, schedule of reviews and discharge planning
- This partnership for the mental health, health and wellness, well-being and safety of the campus community includes active collaboration and teaming with a focus on client issues of shared concern

### **Commitment to best clinical practice**

- The Clinical Case Manager has a thorough understanding of developmental issues of late adolescence (e.g., relationships, psychiatric diagnoses, mental health, disordered eating, transition, sexuality, etc.)
- Remains current with pertinent ethical requirements, research and considerations relevant to the fields of case management
- Maintains a high level of knowledge and awareness of changes and developments in the fields of higher education and case management, and their implications for the organization and service delivery within the institution and the community
- Represents the interest of Campus Wellness at conferences, workshops, etc.

## **Required Qualifications**

### **Education**

- A Bachelor's degree in the health care professions with a strong background in mental health
- Experience with late adolescents and emerging adults in educational or medical settings strongly desirable
- Preference will be given to individuals who are registered and in good standing with a regulated professional college within Ontario
- Working knowledge of Ontario Mental Health Act, Charter of Rights and Freedoms
- Working knowledge of psychiatric illnesses/disorders

### **Experience**

- Proven record of achievement in case management or similar field
- Experience in university or college setting is beneficial and preferred

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

- Average computing skills
- Experience with conducting, interpreting and utilizing relevant applied research

### **Nature and Scope**

- **Contacts:** Internally, the CCM participates on various University committees especially those within Campus Wellness, and works with other groups whose mandates include the development and enhancement of student success including their health, psychological wellness, and personal and community safety including but not limited to, working closely with a number of on-campus student services including Campus Wellness, AccessAbility Services, Residence Life, University Police Services, Academic Advisors, etc. Externally, the CCM works with community resources to assist in the development and enhancement of student health, psychological wellness, and personal and community safety (e.g., Waterloo Regional Police, Grand River Hospital, Mobile Crisis Services, Canadian Mental Health Association Waterloo Wellington Dufferin Branch, etc.).
- **Level of Responsibility:** The CCM role consists of specialized work with a moderate level of autonomy.
- **Decision-Making Authority:** The CCM makes decisions concerning best practice in providing individual interventions for at-risk and high needs students, staying abreast of best practices in the field of case management while prioritizing intervention and follow up with students.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue, strain or risk of injury.
- **Working Environment:** This role involves moderate psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions. The CCM role may include exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable, unusual hours or schedules, irregular and/or high volumes of responsibilities, and multiple and/or tight deadlines beyond one's control. As well, the CCM may experience interruptions as well as last minute requests with short delivery deadlines and high service demand.