

Job Class Profile: Mental Health Counsellor**Pay Level: CG-39 Point Band: 882-915**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	3	5	6	6	5	2	3	
Points	280	100	19	24	180	130	103	43	32	911

JOB SUMMARY

The Mental Health Counsellor provides professional mental health and addictions clinical counselling, treatment, consultative, and supportive services in community and healthcare settings. Work involves comprehensive assessments and education for individuals, families, and groups to determine and implement in-depth treatment, prevention, and therapeutic intervention plans, as well as work with communities to identify, educate, and respond to mental health and addictions needs. Work involves either specializing to provide mental health counseling services to a specific population, or providing services to all populations in areas of the province where other such services are unavailable.

Key and Periodic Activities

- Screens referrals for mental health and addictions services; utilizes determinants of crisis interventions as needed; maintains wait lists; prioritizes cases; and completes intake assessments.
- Completes comprehensive assessments of mental health and/or addictions clients through in-depth clinical interviews. Formulates therapeutic intervention/treatment plans and follows up as required.
- Researches, analyses, develops and provides theoretical frameworks from which to systematically address client needs and to evaluate therapeutic group counselling.
- Provides therapy, counselling, and follow-up to clients, and modifies case plans as treatment progresses.
- Collaborates with the community to identify and obtain resources and/or services which involves facilitating focus groups, and providing education and training sessions in the areas of mental health and addictions.
- Provides clinical consultations and case management activities to staff, community agencies, and other stakeholders as requested which includes developing, facilitating, and evaluating mental health and addictions needs and programs.
- Chairs or serves on organizational and external committees, and focus/working groups to develop policies, set future directions, and service provision strategies.
- Reviews and monitors caseload progress through compilation of workload statistics; completes clinical reports and assessments as requested for various outside agencies, employers, and court and testifies in court as required.

Key and Periodic Activities

- Reviews and monitors caseload; maintains workload statistics; and completes detailed documentation on client progress.
- Participates in research and quality assurance activities related to community mental health and addictions activities/issues.
- Attends in-services training programs and other educational events as required for the purpose of professional development and effective service delivery.
- Provides field instruction to students in the discipline by assigning, supervising, and evaluating clinical placements.

SKILL

Knowledge

General and Specific Knowledge:

- Mental Health and Addiction related treatment, policies, procedures and trends.
- Mental Health theories and assessments.
- Specialized clinical knowledge of individual, family, and group therapy.
- Counseling, crisis management (Therapeutic Crisis Intervention Training), and advocacy services.
- Department and organizational policies and procedures.
- Research and evidence based practices.
- Educational promotion and prevention resources.
- Community resources.

Formal Education and/or Certification(s):

- Minimum: Bachelor's Degree in Social Work or a Graduate Degree in Clinical Psychology, or in a Clinical Counselling discipline.
- Registration and/or licensure with the Professional Association.

Years of Experience:

- Minimum: 3 to 4 years of experience in Mental Health and Addictions.

Competencies:

- Using tools to access individuals for Mental Health and Addictions.
- Operate computer systems and various software packages.
- Skills in oral and written communication.

Interpersonal Skills

- A range of interpersonal skills are used to: listen to information; ask questions; conduct formal interviews and counselling; provide routine information and from time to time complex and sensitive information (i.e. during court and case conferences); gain the cooperation of others or handle upset or angry people; provide care/comfort/nurturing or solve conflicts with clients; facilitate meetings; deliver formal presentations to community groups and organizations; provide expert advice; and instruct students and/or community groups or other professionals. Skills are mostly used to provide counselling and advice to clients, their families, and other

- groups, and promote Mental Health and Addiction Services and Awareness Programs.
- Communications occur: with employees in the immediate work area; department; in and outside the organization; with and clients, professional advisors, and government representatives; and from time to time with students, the legal system, community agencies/services, psychiatrists, and group executives.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue requiring periods of rest, but strength and endurance is generally not required.
- Occasionally lifts objects less than 10 lbs. (i.e. files, supplies, boxes of pamphlets, promotional materials), and may occasionally physically rearrange furniture between 10 – 25 lbs. for group meetings, workshops or presentations.
- Regularly performs counselling sessions with clients and their families where there is a requirement to sit for prolonged periods and where there is limited opportunity to move about.
- Other activities that require constant sitting is to attend meetings, to complete documentation, or to conduct research on the computer. Occasionally work will require stands to give formal presentations and a requirement to drive to other sites or clients homes.
- Regularly uses fine finger movement to operate the computer mouse.

Concentration

- **Visual** concentration is required to maintain eye contact, to assess body language and clients' health status when in a counselling session, to document information into the computer, and to deliver presentations.
- **Auditory** concentration is required to listen, interpret, and reflect content and meaning back to clients during sessions. Auditory concentration is also required to listen and respond to co-workers, other professionals, and to hear questions during community events or presentations.
- Other sensory demands such as **smell** are occasionally required to detect possible conditions (i.e. influence of alcohol, other substances, or poor hygiene).
- **Eye/hand coordination** is required when using the computer mouse to perform work on the computer.
- A **high level of attentiveness and vigilance** is required when working alone and during counselling sessions to ensure safety, or to detect impending danger to self and/or harm to a client.
- Activities that are **repetitive and require alertness** include counselling clients' and entering data into the computer.
- There is a **lack of control over the work pace** when responding to the various needs of the client and to other emergencies, and when crisis incidents arise.
- There are **time pressures** due to the demand for the service, documentation requirements for court proceedings, and required **deadlines** for scheduling and documenting clients' information. There are daily **interruptions** such as responding to crisis incidents and responding to unscheduled clients who require services.
- **Exact results and precision** are required to document information, to screen and use assessment tools, and to assess and prioritize cases.

Complexity

- Work typically involves a series of tasks and activities that are quite different, and require a broad range of skills and require a diversity of knowledge.
- Tasks range from being repetitive/well-defined to being different but related, have a limited number of guidelines, can be resolved in a team setting, or where creative problem definition and analysis is required.
- Typical complexities include assessing and developing a plan of care for clients, sometimes in crisis (i.e. suicide threat), and coordinating a variety of services for them. References or support which assist in problem solving are advice from the manager, psychiatrists, specialty resource groups or professionals, peer consultation; and guidelines such as policies and procedures, code of ethics, best practices, Mental Health Care and Child Youth and Family Services and Treatment Acts, and professional training and practice.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- As work is performed independently, without formal approval, decisions can be made with regards to the implementation and intervention of treatment plans, referrals of clients to appropriate resources, priority of caseload, education initiatives in the community, schedules to conduct presentations, and consultation with colleagues and professional agencies; and providing input into developing policies and setting future directions for the program.
- Approval is required for out of province residential treatments, purchasing of clinical resources, financial benefits for clients, media related issues or requests, committee work, and promotional activities. When there are high risk factors and possible danger to a client advice is sought with the manager.
- There is some degree of discretion regarding therapeutic decisions and interpretation of assessment tools. Situations where discretion and judgment are used to interpret directions and apply guidelines are in counselling clients, selection of interventions and the implementation of treatment approaches, workload commitments, and committee work.
- A high degree of discretion is used when screening and assessing clients, and determining therapeutic treatments, client safety, risk level, when handling crisis calls or situations, and when designing or developing education presentations. This class provides education, advice, guidance, and recommendations to clients, healthcare workers, professionals, government representatives, and community groups.

Impact

- Impact generally affect within and outside the organization, and on clients and their families.
- Work activities impact on resources such as: processes and systems (i.e. services and activities provided to clients); information (i.e. education and awareness of mental health issues); finances; human resources; health and safety (i.e. support and counselling given to them); and corporate image.
- Work activities can have either a negative or a positive impact. If clients do not receive proper care in a timely manner, this could have severe impact on their well-being and corporate image. However, if clients are seen in a timely manner and follow the interventions that are given, it

has a positive impact on their well-being.

- Errors could result when performing normal activities include improper assessment of patient risk or treatment initiatives/therapeutic approaches and improper entering of information in the Client Referral and Management System (CRMS) documentation system.
- Errors are mitigated as this class seeks advice and guidance from peers, the manager, or other health professionals. Errors are identified within hours of problem identification.

Development and Leadership of Others

- Does not provide bargaining level supervision to staff.
- May provide on the job advice/guidance, job direction, feedback, orientation, job training to new employees; formal classroom training to community groups; and organizes, coordinates, and acts as a technical mentor or advisor to students.
- May perform a team leadership responsibility for some committee work, community and school education and prevention awareness programs.

WORKING CONDITIONS

Environmental Working Conditions

- Does not generally require the use of safety equipment; however, occasionally when working around clients during crisis situations who potentially may be aggressive, will follow safety precautions such as practices self care, team support, adheres to safety precautions identified in the working alone policy, and ensures safety checks are in place during home visits and travel.
- There is limited likelihood of this class receiving minor cuts or illness, fractures, and occupational illnesses resulting in partial or total disability if normal precautions are followed.
- Regular exposure to some limited undesirable working conditions such as glare from the computer, unusual distracting noise typically from upset clients. Occasionally, there is exposure to infectious diseases (i.e. Hepatitis C, HIV, and AIDS), bodily fluids (urine samples), sharp objects (needles), odors, and physical dangers or threats from upset people, and drives to clients' homes, sometimes in adverse weather conditions.