

Job Class Profile: Mental Health Program Co-ordinator**Pay Level: CG-40 Point Band: 916-949**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	2	6	6	6	5	3	2	
Points	280	100	13	29	180	130	103	64	21	920

JOB SUMMARY

The Mental Health Program Co-ordinator performs regional administrative and professional work in overseeing the development, coordination and promotion of a clinical program to address the mental health needs of clients. Plans, develops, coordinates, promotes and evaluates a clinical Mental Health Program. Work involves developing and implementing clinical programs and ensuring the needs of clients are met, maintaining an effective mental health team through the provision of advice and training; workload management; clinical consultation and promotion of the program and may also handle a clinical caseload.

Key and Periodic Activities

- Researches, plans, develops, organizes, promotes and evaluates a clinical program within a Mental Health Unit; ensures the program meets the needs of its clients through the establishment and monitoring of quality standards; plans the details of treatment programs and group therapy in consultation with program staff, clients, referring agencies; and researches best practices.
- Provides consultation to other health care professionals involved with the client group and may offer advice on complex cases; organizes committees to implement the program. May handle a clinical caseload.
- Identifies staff training needs to attain required competencies; conducts orientation sessions with staff.
- Develops information packages; develops and delivers education sessions and workshops for community and professional groups; promotes the program; serves on community committees; liaises with other youth driven programs (National Child Benefit, Community Youth Network, etc).
- Compiles workload measurement statistics; assists in preparing annual and other reports; contributes to policy and procedure development.

SKILL**Knowledge****General and Specific Knowledge:**

- Mental Health treatment programs.
- Mental Health theories.
- Clinical knowledge of individual and group therapy.
- Mental Health best practices.

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in Social Work, Nursing or Clinical Psychology.
- Current registration with the respective regulatory body.

Years of Experience:

- Minimum: 1 year experience in the mental health field.

Competencies:

- Research skills.
- Report writing.
- Presentation skills.
- Computer skills.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from others; asking questions to gather information; providing routine and complex information and direction to program staff, clients and referring agencies; promoting the Mental Health Program; instructing education sessions and workshops for community and professional groups; gaining the cooperation of program staff to complete work, address issues and/or solve problems; and providing expert advice to other health care professionals on complex cases.
- The most significant interactions occur with: clients; program team members; representatives from community referral agencies and youth driven programs (i.e. Community Youth Network); health care professionals involved with the client group and a variety of committee members.

EFFORT**Physical Effort**

- Work demands do not typically result in fatigue, requiring periods of rest.
- Lifting and moving of educational materials, resources and presentation equipment may be required to deliver educational sessions and workshops for community and professional groups.
- Work involves sitting to plan, develop, coordinate, promote and evaluate a clinical Mental Health Program. Standing and walking are required to deliver educational sessions and workshops.
- Fine finger or precision work is required to operate a computer.

Concentration

- **Visual** concentration is required to plan, develop, coordinate, promote and evaluate a clinical Mental Health Program.
- **Auditory** concentration is required to listen to questions/comments while delivering education sessions and workshops.
- **Eye/hand coordination** is required to operate a computer.
- **Repetition requiring alertness** is required to compile workload statistics.
- **Alertness for the health and safety of clients** with mental illness is required to plan, develop, and implement a clinical Mental Health Program that addresses client needs.
- **Time pressures and deadlines** exist to develop education sessions and workshops for community and professional groups.
- **Exact results and precision** are required to compile workload measurement statistics and to

prepare a variety of reports.

Complexity

- Work involves a series of tasks and activities which are different and require the use of a variety of skills and diverse knowledge.
- Typical challenges relate to the administrative and professional work involved in overseeing the development, coordination and promotion of a clinical program to address the mental health needs of clients.
- References available to address typical challenges include the quality standards developed for the Mental Health Program; best practices within the mental health field; peer consultation; supervisors, managers and Mental Health Care and Child Youth and Family Services and Treatment Acts.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed with considerable independence and initiative under the supervision of the Unit Director and is reviewed through periodic discussions, reports submitted and results achieved.
- Has responsibility for performing administrative and professional work in overseeing the development, coordination and promotion of a clinical program to address the mental health needs of clients. Contributes to policy and procedure development; ensures the program meets the needs of clients; organizes committees to implement the program and develops and delivers educational sessions and workshops.
- Discretion is exercised in planning the details of treatment programs and group therapy in consultation with program staff, clients and referring agencies.

Impact

- Impacts generally affect: the immediate work area and department; outside the organization through serving on community committees and delivers workshops to community and professional groups; and on the clients participating in the program.
- Work tasks and activities impact on: the processes of the Mental Health Program; information in terms of workload measurement statistics, reports, treatment programs, group therapy and educational sessions; material resources; health and safety of clients participating in the program; and corporate image in terms of offering a mental health program which meets the needs of the clients.
- Consequences of mistakes or errors typically impact information related to the mental health program, material resources and may lead to negative impacts on the clients participating in the program.

Development and Leadership of Others

- Not responsible for the direct, full-time supervision of staff.
- Conducts orientation sessions with staff and identifies staff training needs to attain required competencies. Maintains an effective mental health team through the provision of advice and training, workload management and clinical consultation.

WORKING CONDITIONS

Environmental Working Conditions

- Work does not require any special precautions or safety equipment.
- Limited to no likelihood of minor cuts, bruises, abrasions, minor illnesses or injuries if normal precautions are followed.
- Working in an office setting results in exposure to computer glare, and distracting noise when delivering educational sessions or workshops.