

JOB PROFILE #2003

DATE: October 2020

JOB CLASSIFICATION: Intake & Triage Coordinator

REPORT TO: Unit Manager Counselling Services / Clinical Supervisor

ORGANIZATIONAL MISSION

Catholic Family Service Society is a non-profit family service agency that is founded on Catholic values. Catholic Family Service Society serves all people, to bring about healing, stability and wholeness in the lives of families and individuals.

ORGANIZATIONAL VALUES

Acceptance, supporting growth and change, finding solutions, and serving with honor.

PURPOSE OF POSITION

Reporting to the Manager of Counselling, the position of Intake and Triage Coordinator functions at the very center of Counselling Services. Using exceptionally, strong listening, verbal and written communication skills, this role facilitates triage and screening of all clients presenting to Counselling Services. The Coordinator provides information regarding services offered by CFS Regina, provides relevant wellness education, recommends other CFS Regina / Community Supports and discusses payment options. This can be challenging as often clients are presenting in distress.

COUNSELLOR CORE COMPETENCIES

Professional behavior- Uses sound judgment to meet or exceed workplace guidelines, standards and expectations. Follows workplace policies. Recognizes rights and responsibilities. Abides by and respect the standards of practice recognized in their field. Takes responsibility to understand and adapt to workplace culture.

Personal management- acts with honesty, integrity and personal ethics. Recognizes personal efforts and the efforts of others. Acknowledge diverse opinions and accepts differences. Manage your personal health and emotional well-being. Takes responsibility and demonstrate resiliency and accountability for yourself. Recognize strengths and areas for improvement.

Team Player- works within the dynamics of a group and show commitment to the team's purpose and goals. Accept and provides feedback in a constructive and considerate way.

Accountability- Takes personal responsibility for the quality and timeliness of work and achieves results.

Communication – Clearly conveying and receiving messages to meet the needs of all, expressing oneself effectively, understanding underlying issues and adapting communication for the situation. Demonstrated ability to listen and reflect empathy to another individual without judgement or offering unsolicited advice.

Problem Solving & Judgment – Ability to assess options and implications in order to identify a solution by breaking down problems, recognizing basic and multiple relationships and can develop complex plans and/or analyses.

Adaptability – Personal willingness and ability to work in and adapt to change, valuing the need for adaptability, demonstrating adaptability through adapting approach and strategy.

Client Focus – Understanding and meeting or exceeding client needs through responsive client service and contributing to positive outcomes for the client, meeting long term client needs.

Innovation Using original and creative thinking to make improvements and/or develop and initiate new approaches.

Development – Reflecting on past experiences in order to manage and continually improve our own performance, recognizing opportunities and addressing difficulties; taking responsibility and learning from mistakes; seeking input from others.

RESPONSIBILITIES

Conduct Complex Screening

The Coordinator is the main point of contact for Counselling Services and is responsible for providing in-depth screening of clients by facilitating the following:

- Meeting (telephone/virtual/in person with all clients presenting at Counselling Services for a 15-30-minute triage and screening to determine service needs
- Works 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 client's perspective; gathering the client'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 client'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 and administrative staff within Counselling Services to ensure optimal client care
- When determining that individual counselling is recommended, the Coordinator will schedule an initial appointment with a clinician based on skill set, expertise and availability
- Informing Manager & Counsellors at regular meetings about current wait time for service

- For clients waiting to access service, the Coordinator will determine level of urgency and priority, in consultation with the Manager, determine client assignment amongst their teams based on clinicians' skillset, expertise and availability.

Crisis, Triage, Referrals and Outreach

The Coordinator provides support 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 appropriate actions. The Coordinator facilitates this by:

- Identifying clients at risk and when determined to be an emergency referring the client to a staff member available, connecting with Mobile Crisis/911, or delivering single session
- Maintaining a good working relationship and ongoing communication with referral courses, acting as a resource and maintain cooperative working relationships with staff, clients, community and referral agency representatives
- Liaising with Insurance Providers to facilitate client's access to community services
- Delivering presentations to community based organizations and outside agencies regarding Counselling Services, referral and intake processes, and general mental wellness.
- Initiating referrals to other appropriate CFS Regina / community resources

EDUCATIONAL /EXPERIENCE REQUIREMENTS

Coordinator must have acquired one of the following from a reputable university: BSW, MSW, MA in clinical or counselling psychology, MEd in counselling psychology, psychology or a MA in family counselling. Professional experience focused on children. The counsellor must be a member of their respective professional association and have at least one-year previous experience working with a variety of client needs.

Experience & Awareness:

- Clinical and administrative experience in a client focused non-profit setting an asset
- Experience working with all ages, individuals, couples and families.
- Experience with single session
- Sensitivity, assertiveness, diplomacy and an astute understanding of mental wellness & a trauma informed approach is required
- Must demonstrate an awareness of diversity with sensitivity to areas such as age, culture, ethnicity, gender, sexual orientation and socio economic class.
- The position involves the stresses associated with being exposed to uncomfortable psychological/environmental conditions, multiple and/or tight deadlines beyond one's control and constant interruptions. Flexibility is required for an occasional weekend or evening based on client an agency need.

I have read and understand the job profile.

Staff Signature

date