Case Manager Job Description

# Position Title: Mental Health Case Manager

## Department: Student Success (Reports to Student Success Director)

**Purpose:**

This newly created role within Student Success serves to provide case management support for students of concern or students at risk and students with complex needs. The Case Manager facilitates the coordination of care and individual support for students experiencing significant mental health challenges. The purpose of this role is to enhance the conditions and likelihood of students’ personal and academic success and to contribute to a campus community that strives to be deeply supportive and conducive to positive mental health and overall wellbeing.

**Qualifications:**

* Master’s degree in social work, counseling, education or related field
* Experience with community development practice, crisis/trauma counseling, working knowledge of Mental Health Act, Substitute Decision Act and Health Care Consent Act
* Three to five years’ experience in higher education or closely related setting with a demonstrated knowledge of systems and system delivery
* Experience with mental health and illness, behavioural issues, anger management and drug and alcohol issues
* Experience managing response to crisis situations and experience working as part of case management support team
* Demonstrated ability in meeting-facilitation, oral presentations and situations of conflict
* Demonstrated ability to relate to students, faculty and staff in ways that build trust and confidence
* Ability to work within and assist others in navigating through complex systems; understanding of treatment programs, mental health terminology, including diagnostic categories; knowledge of privacy guidelines (PHIPA/FIPPA) and ability to communicate difficult/sensitive information
* Ability to work in diverse community with students of varied ages and backgrounds presenting a range of difficulties and personal issues
* Flexibility of working hours will be required to meet student needs which may arise outside of traditional work hours

**Responsibilities:**

**Case Management Coordination**

* Provide case management support for students experiencing mental illness. This includes but is not limited to liaising with other “touch points” within Georgian College to facilitate 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.
* Coordinate transitions and support for students following an absence from Georgian due to mental unwellness to ensure necessary supports are in place. Support 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
* Develop a support response that is scalable and tailored to each specific student
* Make contact and follow up with students who return to Georgian following one or several semesters where “non accountable” status was granted to ensure appropriate conditions for success are considered
* Make contact with, follow up with and/or refer students who express suicidal thoughts or make threats of suicide to appropriate resources
* Assist students, and designated emergency contact, with internal procedures related to petitions, leaves of absence and appeals
* Support follow through of Student Support Team decisions including arranging for assessments, liaising with treating professionals, writing request for opinion letters and coordinating voluntary/involuntary withdrawals and leaves
* Oversee the re-entry process for students on voluntary or involuntary leave of absence
* Engage in systematic follow up with at-risk students and remains connected to students who take short-term leave for mental health reasons

**Collaboration and Consultation**

* Liaise closely with student support personnel and service areas. This includes, but is not limited to working closely with the Dean of Students, Counseling Services, Accessibility Specialists, Learning Strategists, Residence Life, and Campus Safety and Security
* Participate in Student of Concern Committee
* Develop and maintain relationships with campus and community resources
* Serve as a contact point for external constituents (parents, as well as hospital personnel and other community resources) with respect to student case load to mobilize support and address students’ needs.

**Education and Awareness Training**

* Participate in the development and delivery of mental wellness training for faculty, staff and students
* Participate in the planning of Mental Health and Awareness Week

**Process and Policy Development**

* Liaise with academic departments to review processes, make policy suggestions and to collaborate on a prompt resolution of students’ problems

**Documentation and Communication (in partnership with Case Management Project Lead)**

* Maintain and monitor a comprehensive database of student concerns
* Maintain accurate case records and prepare necessary statistical reports
* Maintain a directory of community resources available to students
* Interpret campus policy regarding students and recommend policy review if indicated
* Engage in ongoing monitoring and evaluation of practices, systems and processes that impact success of at-risk students
* 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

**Accuracy and Accountability**

Must be able to act with a considerable degree of autonomy and independence in the identification and case management of students of concern, adhering to institutional policies and provincial privacy law. Poor professional judgment or practice by the case manager could be extremely detrimental to students’ wellbeing and create situations of legal liability for the College.

**Supervision Received**

Acts independently within College policy, and provincial privacy legislation. Works within a model of collegial consultation and collaboration, under the direction of ­­­­­­­­­­­the Director of Counselling Services and the Dean of Students.

**Supervision Given**

May contribute to supervision of Graduate placement students.