

## Confidential Intake & Case Worker – Level E (EMAPS)

### Job Description:

- Existing Budget-Funded Continuing Full-Time
- 35.00 hours/week Monday to Friday 8:30 a.m. to 4:30 p.m.
- Salary Range: \$30.36 - \$42.51 per hour (\$55,260.94 - \$77,365.32 per annum)
- Proposed Start Date: January 6, 2025
- Trial/Probation Period: 1820.00 work hours

### For more information, please contact:

Cyndi Kindret, M.Ed., CCC-S

S211 Medical Services Building

204-272-3198 or [cyndi.kindret@umanitoba.ca](mailto:cyndi.kindret@umanitoba.ca)

### Responsibilities:

- Serve as the first point of contact for individuals through telephone, video call, email and in-person contact.
- Respond initially to students and residents that approach the SSBC office with a variety of challenges.
- Manage intake and triage by gathering information, providing a supportive response, and co-create support plans with learners.
- Offer follow up and coordination support including referring on to other services, as needed.
- Assist with system navigation for both on-and off-campus supports.
- De-escalate situations and stabilize student/residents in high distress.
- Students/residents presenting with safety concerns may need additional supports from the Crisis Response Centre.
- Intake and triage involve providing uninterrupted attention to the person in distress, maintaining a calm and attentive demeanour while generating a support plan, and making referrals to support services.
- Provide short-term care for lower threshold presenting concerns or interim care while waiting for other ongoing services.
- Engage in consultation with Director and extended clinical team for the purpose of shared-care and clinical supervision.
- Collect and record preliminary information about the purpose of the contact.
- Attend meetings alongside learners with programs/administrators, when appropriate, to provide support and to document interactions.
- Receive requests for psychiatric, psychodiagnostic, or cognitive assessments and present these referrals to the Student Mental Health Team.
- Collect medical records and other sensitive and confidential materials.
- Notify staff of appointments and assist new students with intake procedures.
- Prioritize scheduling of appointments based on assessed need.

- Book appointments for services, and related administrative tasks.
- Refer students to the appropriate service based on pre-determined criteria.
- Open student case files based on established case file protocol.
- Comply with FIPPA/PHIA regulations regarding handling of personal and medical information of students.
- Provide learners with information to help them prepare for first appointments with various services and refer learners to other services, as appropriate.
- Work with units to further streamline the intake process including resources and handouts and make suggestions for online material.
- Respond to general inquiries about the services provided by the respective units and effectively refer to appropriate services and supports within and outside the University community.
- Attend committees as instructed by the Director.
- Develop and facilitate psychoeducational workshops alongside SSBC staff.
- Develop and participate in Orientation activities to develop relationships and raise awareness of support services.
- Develop and facilitate wellness activities for RFHS students, staff, and faculty to participate in.
- Act as a liaison among unit staff, learners and the University community.
- Secure appropriate space for meetings/events as required.
- Maintain confidential electronic student records and files.
- Ensure information is entered for statistical reporting.
- Type correspondence; initiate and respond to emails related to intake and student care follow-up.
- Monitor database to track client-use of Student Services, collate data, present information to Director.
- Prepare communications material related to services.
- Approve posters and monitor office bulletin boards and displays.
- Maintain all office equipment.
- Respond to orientation and workshop requests by assigning staff, scheduling, and following up with requests.
- Receive, sort, and distribute deliveries and correspondence (via hard copy, email, fax etc.) in compliance with FIPPA/PHIA.
- Complete project work as assigned.
- Perform other duties as necessary such as ordering supplies, collecting fees, processing various forms and assistance with events/meetings.
- Other duties as assigned.

### **Qualifications:**

#### **MINIMUM FORMAL EDUCATION/TRAINING:**

- Completion of a Bachelor's degree in Social Work, Psychology, or Nursing from a recognized institution is required.
- Must be registered with the appropriate professional regulatory body.

- Applied Suicide Intervention Skills Training (ASIST) or other crisis management/response training is an asset.

#### EXPERIENCE:

- At least three years of experience providing direct support to clients in an office, agency or organization that provides mental health support services to individuals is required.
- Experience working with persons in emotional distress is required.
- Experience working with individuals from different cultures and generations is required.
- Experience working in a post-secondary institution with learners is preferred.
- Experience working within the disability community is an asset.
- An acceptable equivalent combination of education and experience may be considered.

#### SKILLS AND ABILITIES:

- Highly proficient interpersonal communication (verbal and written) including conflict management and resolution skills is required.
- Must possess strong time management and organizational skills and excellent attention to detail.
- Proficiency in using advanced features of Microsoft Office suite applications is required.
- Must understand the differences between various forms of assessment (learning disabilities, ADD/ADHD, psychiatric, or psychodiagnostic assessments), be able to evaluate the need for such, and refer appropriately for these services.
- Proficiency in using a database management system (i.e. Outlook, Titanium, etc.), and Aurora is preferred.
- Openness to using technologies (e.g. online chat, social media) is an asset.
- Must be able to listen attentively to the story/situation of the student, absorb their information, and repackage their situation in a manageable way providing information and resources on how to help.
- Ability to exhibit a calm, attentive, and welcoming presence in the front office required. - Ability to work independently and with minimum direction is required.
- Must be able to work well as a member of a multidisciplinary team.
- Ability to effectively respond to issues as they arise, actively problem solve and prioritize tasks is required.
- Must be able to work well under pressure and effectively handle a variety of tasks.
- The ability to deal with all levels of staff, learners, and members of the general public in a warm, tactful, polite, respectful and competent manner is required.
- Satisfactory work record, including satisfactory attendance and punctuality, is required.

**OTHER JOB-RELATED QUALIFICATIONS:**

- Knowledge of University of Manitoba policies, procedures and administrative systems is preferred.

**Additional Information:**

The University of Manitoba is committed to the principles of equity, diversity & inclusion and to promoting opportunities in hiring, promotion and tenure (where applicable) for systemically marginalized groups who have been excluded from full participation at the University and the larger community including Indigenous Peoples, women, racialized persons, persons with disabilities and those who identify as 2SLGBTQIA+ (Two Spirit, lesbian, gay, bisexual, trans, questioning, intersex, asexual and other diverse sexual identities).

If you require accommodation supports during the recruitment process, please contact [UM.Accommodation@umanitoba.ca](mailto:UM.Accommodation@umanitoba.ca) or 204-474-7195. Please note this contact information is for accommodation reasons only. Application materials, including letters of reference, will be handled in accordance with the protection of privacy provisions of "The Freedom of Information and Protection of Privacy Act" (Manitoba). Please note that curriculum vitae will be provided to participating members of the search process.

To apply, please visit the University of Manitoba Careers site:

<https://viprecprod.ad.umanitoba.ca/>