



## Intake Worker

### Join the Ontario Structured Psychotherapy Program at Health Sciences North!

**Posting:** Intake Worker #1265

**Positions:** Temporary Full-Time (November 2022 to October 2023)

**Location:** Sudbury, Ontario

**Shift Assignment:** Days and Evenings

**Bilingualism Required:** Yes

Health Sciences North (HSN) is seeking an Intake Worker to perform triage and screening referrals received for the Ontario Structured Psychotherapy Program, review referrals for completeness and determine eligibility in the program and send referrals to a therapist for an intake assessment to confirm their eligibility into the program. The successful candidate will also participate in the development of a local and regional base of service providers in which clients may be referred to outside of OSP.

We offer competitive salary and vacation, extended health and dental benefits, a pension plan through HOOPP and relocation allowance to assist with moving expenses.

Candidates are required to have a minimum of a college diploma in a mental health and addictions program with a minimum of 3 years' experience in the field of Mental Health and Addiction services and is seeking a bilingual candidate with experience in community-based and out-patient programs and a proven ability and experience providing mental health and addiction screening with recommendations.

If you enjoy working in a fast-paced, team environment and are looking for a rewarding career opportunity, you are encouraged to view the full job description on the HSN Careers Website. Interested applicants are asked to apply directly to posting #1265 on the HSN Careers Website at <https://careers.hsnsudbury.ca/>.

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Health Sciences North (HSN) is a regional resource and referral centre for over 600,000 residents across northeastern Ontario. It features state-of-the-art technology with 3,900 employees, over 280 physicians, and 700 volunteers. HSN has become a Research and Academic Health Science Centre affiliated with the Northern Ontario School of Medicine and the Health Sciences North Research Institute.

## **KEY FUNCTION:**

Perform triage and screening referrals received for the Ontario Structured Psychotherapy Program. Review referrals for completeness and determine eligibility in the program; send referrals to a therapist for an intake assessment to confirm their eligibility into the program. Participate in the development of a local and regional base of service providers in which clients may be referred to outside of OSP.

## **REPORTING:**

Under the general direction of the Clinical Manager, Ontario Structured Psychotherapy Program.

## **DUTIES**

1. Perform triage and screening of clients referred to the Ontario Structured Psychotherapy Program.
2. Conduct screening tools (e.g. PHQ-9, GAD-7 and other specific screening tools used as part of triage in the OSP program).
3. Perform intake assessments, referrals and service navigation for clients presenting with mild to moderate mood and anxiety issues.
4. Participate in meetings and development of OSP intake and triage, as it relates to the monitoring of fidelity requirements.
5. Participate in OSP training program (e.g. intake and triage) and education as required.
6. Maintain accurate and timely documentation and reports; collect relevant data as part of triage and screening.
7. Review referrals received to ensure completeness of referral, and collaboratively work with referring physicians and provide ongoing education for referral requirements as part of the OSP program.
8. Contribute to ongoing program development and program evaluation and implement new practices as required.
9. Support and contribute to the development of a regional centralized access point system through contributing to the development of pathways as a centralized coordination access system.
10. Participate in the planning and implementation of health informatics systems that will be used to collect data at intake, as part of the OSP program.
11. Evaluate patient care and satisfaction on an ongoing basis and report back to the OSP leadership team; contribute by formulating solutions for improvement.
12. Determine and align improvement projects with HSN's Strategic Plan; monitor and adjust to achieve goal outcomes.
13. Participate in education and training specific to current, relevant federal and provincial health and safety legislation, standards and guidelines.
14. Educate and promote health, safety and wellness in the work place.
15. Represent the department or program on various committees and in meetings as required.
16. Perform other duties as required.

## **QUALIFICATIONS**

### **EDUCATION AND TRAINING:**

1. Minimum of a college diploma in a mental health and addictions program.
2. Ministry of Labour “Worker Health and Safety Awareness in 4 Steps” training certificate is required.

### **EXPERIENCE:**

1. Minimum of three (3) years’ experience in the field of Mental Health and Addiction services.
2. Proven ability and experience providing mental health and addiction screening with recommendations.
3. Experience in community-based and out-patient programs.

### **KNOWLEDGE/SKILLS/ABILITIES:**

1. Demonstrated knowledge of DSM-V and psychosocial issues affecting people living with mental health and addiction issues.
2. Demonstrated knowledge of local service providers in the mental health and addictions system, and general community resources.
3. Demonstrated skills to assess client symptoms and needs and triage client to the appropriate OSP service across the stepped care pathway or to another service.
4. Demonstrated ability to work collaboratively with local and regional providers.
5. Demonstrated ability to foster and improve relationships to maintain strong working relationships across the OSP network or organizations.
6. Demonstrated ability to pay attention to detail in collecting and reporting client and program information.
7. Demonstrated knowledge of relevant legislation (e.g. PHIPA, Child and Family Services Act, Health Care Consent Act).
8. Demonstrated knowledge of various screening tools.
9. Demonstrated knowledge of treatment readiness for mental health and addiction services.
10. Demonstrated knowledge of best practices related to mental health and addiction services.
11. Demonstrated ability to use tact and discretion in dealing with health care providers and employees.
12. Demonstrated training, experience or utilization of lean methodology for process improvement.
13. Demonstrated ability to independently identify issues, plan improvements, measure success and continue improvement.
14. Demonstrated excellent computer skills with proficiency in Microsoft Office software (e.g. Word, Excel, Power Point and Outlook) and patient information systems (e.g. Meditech, BCare).

15. Demonstrated superior interpersonal and communication skills, both written and verbal.
16. Demonstrated effective time management and organizational skills with the ability to organize and prioritize as required.
17. Demonstrated discretion and maturity when handling confidential information.
18. Demonstrated commitment to the safety of co-workers and patients.

**PERSONAL SUITABILITY:**

1. Successful vulnerable sector check is required.
2. Demonstrated commitment to principles of equity, diversity, accessibility, Indigenization inclusion and human rights for equity seeking groups.
3. Demonstrated ability to sensitively serve people from equity-seeking communities.
4. Demonstrated ability to work and communicate with diverse, equity-seeking groups, communities and employees in a culturally safe and respectful manner.
5. Demonstrated commitment to ongoing professional development.
6. Demonstrated professionalism in dealing with confidential and sensitive issues.
7. Demonstrated positive work record and excellent attendance record.
8. Ability to meet the physical and sensory demands of the job.
9. Ability to travel between local sites.
10. Valid driver's license with access to reliable vehicle.

Selection Process: Candidates will be selected for this position on the basis of their skill, ability, experience and qualifications as identified in the resume and completed Application Form submitted. The Hospital reserves the right to conduct a formal interview where required.

**HSN THANKS ALL APPLICANTS.  
ONLY THOSE SELECTED FOR INTERVIEWS WILL BE CONTACTED.  
WE WILL NOT ACCEPT APPLICATIONS AFTER THE CLOSING DATE AND TIME.**