

Mental Health Intake Coordinator

Purpose of Position

The Coordinator will function as part of our multidisciplinary team and will facilitate the care of patients by coordinating referrals to appropriate PCN mental health services/programs and/or community resources. The Coordinator will work with family physicians in the community, other health professionals, and local and regional programming to ensure a high quality of evidence-based health care to our patient population.

Key Responsibilities

The key responsibilities of the Intake Coordinator include, but are not limited to:

- To coordinate the delivery of mental health care services within the PCN.
- Assess the needs of referred patients and determine a relevant treatment plan which may include short term intervention with the Mental Health Practitioner and/or case management or referral to appropriate community or regional programs
- To assist in developing protocols for coordinating mental health services in a multidisciplinary team environment in keeping with the objectives of the PCN.
- To make professionally autonomous decisions in coordinating the care of patients referred by physicians in the PCN.
- To initiate and maintain community and regional partnerships.
- Make professionally autonomous decisions in coordinating the care of patients.
- Act as a resource by providing consultative support.
- Ensure that effective communications systems are set up, which includes referral protocols, guidelines and policies for the management of patients in conjunction with the family doctor.
- To assist in the development of the mental health program by providing the Coordinator's professional perspective to any decision making process affecting the care of patients.
- To act as a resource for other PCN practice members.
- Ensure the maintenance of accurate records in line with practice policy.

Qualifications & Expertise

- Bachelors of Social Work or equivalent
- Active registration with ACSW or as appropriate
- A minimum of five (5) years recent experience working with community-based mental health services
- Knowledge of community and regional programs
- Strong assessment skills



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Personal Attributes

- Ability to foster a collaborative work environment.
- Ability to work in a team.
- Ability to work on own initiative and to prioritize workload.
- Ability to manage changing priorities.
- Clear and concise communication skills – both verbal and written
- Deal effectively with a variety of internal and external contacts, including physicians, coworkers, community agency representatives, patients and families.
- Respect and understanding of confidentiality
- Ability to act responsibly and accountably
- Ability to work autonomously
- Able and willing to be flexible, creative and juggle competing priorities in an unstructured environment.

Hours of Work & (if any) Special Considerations

38.75 hours per week, Monday to Friday exclusive of lunch/breaks during standard operating hours. The clinic is currently open between 8:00 am to 4:30 pm but with extended hours until 7 pm on Tuesday, with additional extended hours being considered.

Occasional early morning or late evening meetings may occasionally be required, particularly if meeting with physicians.

As travel may be require from the PCN office to member physician clinics, a valid driver's license and access to a vehicle is required.

All Edmonton North Team Members should demonstrate:

- Belief in, and support of, the purpose of the PCN
- Belief that effective primary care is the foundation of our healthcare system
- A service oriented way of being and approach
- An ability to work effectively with multiple stakeholders including, but not limited to, patients and their families, physicians, co-workers, Capital Health employees, and community partners
- Respect for others views and opinions
- Respect for, understanding of, and abide by confidentiality and privacy guidelines
- Accountability and responsibility for own role while also team oriented and willing to help out when/where needed
- An ability to work independently and prioritize workload
- An awareness of strengths and limitations and willingness to ask for support/help
- Flexibility, with a willingness to adapt to a dynamic environment
- An openness to continually learning, and finally, but not least
- An enthusiasm for the work they do and the organization they are apart of