

Ministry: Children and Families  
Branch: Regional Operations Division  
Location: Various

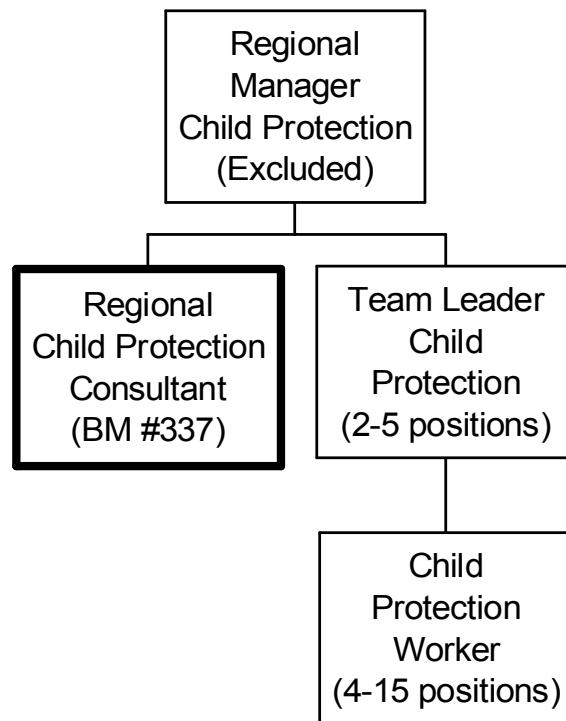
Working Title: **Regional Child Protection Consultant**  
Level: Range 26  
NOC Code: 4152

### **PRIMARY FUNCTION**

To provide clinical consultation to regional child protection workers, supervisors and managers, regarding serious, and contentious cases of child abuse and neglect.

### **JOB DUTIES AND TASKS**

1. Provides clinical consultation to child protection workers, supervisor and managers dealing with serious and contentious child abuse and neglect cases
  - a. reviews referred cases and provides an opinion as to the seriousness, risk, assessment, coordination, requirements and child protection interventions undertaken or required
  - b. guides, and assists child protection workers and supervisors in completing and analyzing required immediate safety assessments and comprehensive risk assessments
  - c. guides and assists child protection workers and supervisors in developing, implementing and reviewing risk reduction service plans including completing risk assessments
  - d. reviews cases for referral to the hospital-based Suspected child Abuse and Neglect (SCAN) teams for specialized medical assessment and functions as regional liaison to the teams
  - e. researches and provides clinical information to child protection social workers, supervisors and managers to assist them in understanding and managing serious cases of child abuse and neglect
  - f. provides consultation to the Regional Child Protection Managers regarding implementation of the BC Risk Assessment Model
2. Implements, revises and supports the BC Risk Assessment Model
  - a. provides input and assistance to the Child Protection Division regarding the evaluation and revisions to the BC Child Protection Model and the need for and development of additional, specialized assessment tools for child protection staff
  - b. provides ongoing support to child protection workers, supervisors and managers regarding the proper utilization of the BC Risk Assessment Model
  - c. collaborates in the design, development and implementation of new practice tools, techniques and methods to advance child protection practice
3. Provides training of regional staff and community partners in the areas of risk assessment, child abuse and neglect
  - a. provides the exclusive training on the BC Risk Assessment Model to child protection workers, supervisor, managers and community partners including initial and advanced risk assessment
  - b. provides training on the BC handbook for Action on Child Abuse and Neglect
  - c. provides or arranges special child abuse and neglect training for child protection staff
  - d. assists in the development and review of the risk assessment training curriculum
4. Mentors social workers and supervisors
  - a. determines the nature and type of training or mentoring support that is required to ensure best case practices are established and followed
  - b. assesses workers' individual learning needs and selects most effective learning strategies and experiences
  - c. develops and implements strategies for developing workers' competence and confidence
  - d. works with district supervisors to plan and implement a program to address workers' needs
  - e. ensures workers acquire knowledge and skills by assigning readings, instructing by example, critically reviewing practice and discussing practice issues
  - f. models attitudes, values, behaviours and skills to assist with learning
5. Performs other related duties
  - a. assists the Regional Child Protection Manager in developing child protection protocols with community partners
  - b. administers assigned regional training budget



# REASON FOR CLASSIFICATION

Benchmark Job #337

Job Title: Regional Child Protection Consultant

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Understand all related issues of a significant and specialized child protection program to provide consultation and authoritative advice to district supervisors and workers on serious and contentious cases of child abuse and neglect; mentor and train social workers and supervisors in the area of child abuse and neglect to ensure best case practices are learned, established and followed.</p>	I	305
2	<p><b>MENTAL DEMANDS</b>            Judgement to evaluate effectiveness and develop proposals to improve regional child protection case practice including providing consultation and advice to workers on cases, mentoring new social workers, collaborating in the design, development and adoption of new practice tools, techniques and methods; and training staff on child abuse and neglect and use of new tools and practice methods.</p>	H	250
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Persuasion required to use basic counselling skills to provide authoritative advice to social workers on serious and contentious child abuse cases and to persuade social workers to adopt appropriate attitudes, values, behaviours and skills.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to drive vehicle to district offices for case consultations, mentoring sessions and when conducting training sessions.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by general ministry policies and social work standards, provide consultation to workers and supervisors on serious and contentious child abuse cases, plan and deliver training programs and public education programs to address concerns and mentor new social workers to ensure they acquire appropriate knowledge and skills.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Moderate financial responsibility to administer regional training budget.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Moderate responsibility to set up and maintain a project information system on referred cases, training and mentoring sessions.</p>	C	15

## REASON FOR CLASSIFICATION

Benchmark Job #337

Job Title: Regional Child Protection Consultant

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b>                      Responsibility to provide formal training to field staff on child abuse and neglect and the use of new practice tools and methods.</p>	B	9
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b>                      Significant care and attention to provide advice and guidance on required child protection interventions to District Supervisors and workers dealing with serious and contentious child abuse and neglect cases.</p>	E	40
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b>                      Focused sensory concentration to frequently listen to social workers while assessing their learning needs and discussing practice issues.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b>                      Moderate physical effort to frequently focus visual attention to computer screen and printed documents to review referred cases and prepare detailed reports.</p>	C	12
12	<p><b>SURROUNDINGS</b>                      Exposure to occasional unpleasant dealings with upset social workers when reviewing and discussing serious and contentious cases of child abuse and neglect.</p>	A	2
13	<p><b>HAZARDS</b>                      Limited exposure to hazards from regular driving to district offices to discuss cases and deliver training programs.</p>	B	4

**Total Points: 891.5**

**Level: Range 26**

# JOB DESCRIPTION

## Benchmark Job #336

Ministry: Children and Families  
Branch: Family and Child Services  
Location: Vancouver

Working Title: **Clinical Supervisor - Youth Probation**  
Level: Range 26  
NOC Code: 4155

### PRIMARY FUNCTION

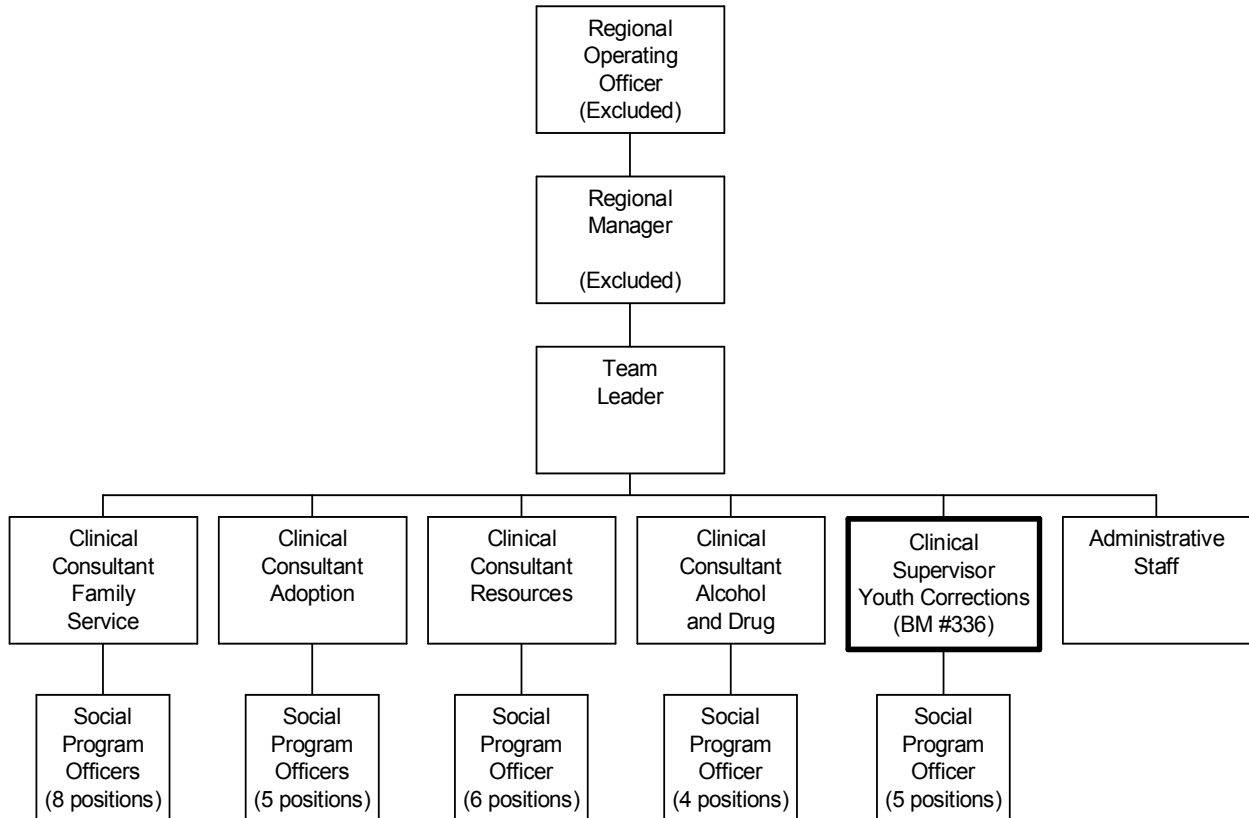
To plan, coordinate and evaluate the delivery of youth probation services within a Family and Child Service (F&CS) Centre.

### JOB DUTIES AND TASKS

1. Directs and monitors the delivery of youth probation services in a F & CS Centre
  - a. plans, implements and coordinates the delivery of youth probation services
  - b. monitors, reviews and evaluates the delivery of services against standards of practice and effectiveness to ensure compliance with legislation, standards and operating policy
  - c. ensures effective case management by maintaining close liaison with other clinical supervisors to exchange information relating to specific cases and to integrate the probation service with other programs
  - d. provides input into the overall planning and direction setting of the Centre as a member of the Centre's management team
  - e. monitors the exercise of delegated authority under youth probation legislation
  - f. prepares and administers assigned budget for Youth Probation within the Centre
2. Supervises, trains and recruits Youth Probation Officers (5 FTEs)
  - a. interprets and instructs staff on the intent of policy, Ministry mandate, philosophy, acts, regulations and procedures
  - b. assigns work, sets priorities and reviews work in progress and on completion
  - c. identifies training needs and facilitates training initiatives to support professional development
  - d. appraises employee performance and takes disciplinary action if required
  - e. provides consultation and technical advice on case management issues
3. Delivers probation services to a client caseload
  - a. supervises youths on probation, parole, diversion plans, temporary absences, community service orders, bail or recognizance orders
  - b. assists offenders in meeting and complying with legal obligations of court orders
  - c. ensures court orders are adhered to and reports violations to Court, Crown Counsel or other appropriate agencies
  - d. designs individual action plans for clients and conducts home visits as required
  - e. provides direction, guidance, counselling and assistance to offenders in dealing with personal problems
  - f. initiates and conducts investigations including conducting interviews to gather social/personal information
  - g. prepares pre-sentence, pre-disposition or community assessment reports, makes recommendations on case disposition and presents information to the Courts or other appropriate agencies
  - h. attends court and provides information to Crown or Defence Counsel or Judges

ORGANIZATION CHART  
Benchmark Job #BM336

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# ORGANIZATION CHART

Benchmark Job #BM336

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of criminology to plan, and coordinate the delivery of youth probation services in a Family and Child Service Centre.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to plan, organize and evaluate the delivery of youth probation services to children and families within a community Family and Child Service Centre.</p>	H	250
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Influence and formal counselling skills required to provide therapy to initiate behavioural change with offenders and families where the parties are not cooperative.</p>	E	60
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive vehicle to client's homes, court and community agencies.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general ministry policies and counselling standards, plan the delivery of youth probation services within a Family and Child Service Centre.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Moderate financial responsibility to administer the Youth Correction part of the local budget and ensure expenditures are within set limits.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to set up and maintain a project information system of client information, case notes and documentation.</p>	C	15

ORGANIZATION CHART  
Benchmark Job #BM336

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise Youth Probation Officers, appraise employee performance and take disciplinary action (5 FTEs).	DE	20
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> High level of care and attention to supervise the delivery of youth probation services in a Family and Child Service Centre.	F	50
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently listen and observe while conducting interviews and assessments of clients and providing counselling.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to computer screen and printed reports and documents while reviewing client information and documenting client meetings.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with upset youth probation clients and their families.	C	6
13	<b>HAZARDS</b> Significant exposure to hazards from frequently working around clients in a probation setting who may react violently.	D	9

**Total Points: 911.5**

**Level: Range 26**

# JOB DESCRIPTION

## Benchmark Job #207

Ministry: Health  
Branch: Mental Health Services  
Location: Victoria

Working Title: **Coordinator, Adult Community Support**  
Level: Range 30  
NOC Code: 4151

### PRIMARY FUNCTION

To coordinate bio-psycho-social assessment, treatment and rehabilitation services for mentally ill adults in a mental health centre.

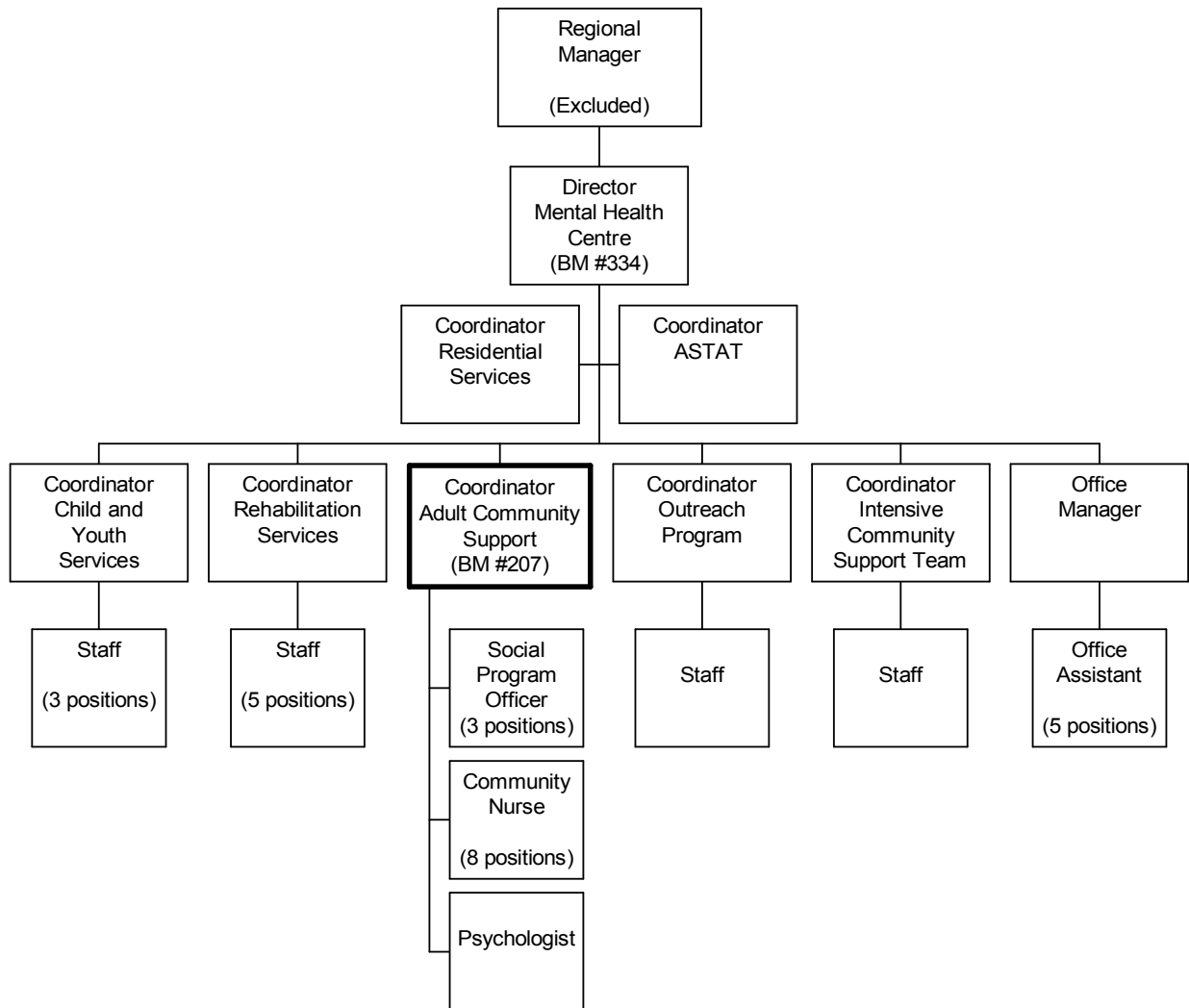
### JOB DUTIES AND TASKS

1. Coordinates bio-psycho-social assessment, treatment and rehabilitation services for mentally ill adults
  - a. coordinates assessment, treatment, rehabilitation services and resources for chronic mentally ill adults and adults in serious crisis situations
  - b. provides generalized screening and referral services for acutely ill patients
  - c. provides emergency psychiatric and outreach services in coordination with other community agencies
  - d. establishes and monitors standards of clinical practise and service delivery to clients including auditing case reviews and/or clinical files to ensure compliance with clinical policy
  - e. reviews assessment and treatment plan reports to ensure inclusion of pertinent client information, diagnosis, assessment, formulation and treatment/management plan
  - f. evaluates intervention outcomes and proposed options
  - g. coordinates the delivery of service among clinical and contract staff and other community programs
2. Supervises multi-disciplinary clinical staff (12 FTE's) in the provision of adult services
  - a. supervises staff including hiring and training
  - b. plans, assigns and reviews work
  - c. sets work priorities and standards
  - d. conducts formal appraisals of work performance and takes disciplinary action if required
3. Provides clinical services and manages a client caseload for adults with longstanding mental health problems
  - a. assesses clinical cases including identification and planning of treatment and rehabilitation goals
  - b. utilizes a variety of treatment modalities and therapies for individuals, groups and/or families
  - c. implements treatment and rehabilitation plans, evaluates outcomes and makes modifications
  - d. prepares reports, progress notes and other documentation and sets up and maintains client records and files
  - e. interviews clients to determine the nature and extent of any problems experienced and to estimate the severity of treatment management
  - f. conducts clinical assessments required by statute including recommending restrictions upon client's financial rights and privileges and recommending involuntary committal if necessary
4. Develops, negotiates and monitors contracted and directly funded community programs
  - a. identifies and costs program service needs in the community
  - b. participates in the development of budgets for contracted and directly funded programs
  - c. negotiates and writes various service contracts for approval
  - d. monitors allocation and expenditure of budgeted funds for contracted and directly funded service providers
  - e. advises and assists funded agencies in the development of budgets for approved programs
  - f. monitors funded agencies to ensure the maintenance of contracted programs
5. Provides educational and consultative services on mental health services and community support programs
  - a. provides educational and promotional services to the public, community groups and professionals
  - b. evaluates educational programs for adherence to policy and developments in the field of care
  - c. participates in inter-agency meetings to review and establish clinical procedures for resolving sensitive cases, programs and resource development and other related topics
  - d. provides consultation and advice to staff, community groups, agencies and hospitals

# ORGANIZATION CHART

Benchmark Job #207

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# ORGANIZATION CHART

Benchmark Job #207

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand all related issues of a significant and specialized adult community psychiatric support program to coordinate bio-psycho-social assessment, treatment and rehabilitation services for mentally ill adults in the community.</p>	I	305
2	<p><b>MENTAL DEMANDS</b> Judgement to plan, organize, and evaluate bio-psycho-social assessment, treatment and rehabilitation services for mentally ill adults, coordinate development of external programs, establish and monitor standards of clinical practice and evaluate educational programs for adherence to policy.</p>	H	250
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Influence and formal counselling skills are required to provide therapy to initiate behavioural change with mentally ill adults in the community.</p>	E	60
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive vehicle to visit contracted agencies to ensure the maintenance of contracted programs</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general policies and clinical psychology standards, supervise clinical staff in the provision of adult community support services in a mental health centre, coordinate the development of external resources and service programs in the community and provide clinical services and manage a caseload for adults with longstanding mental health problems.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Considerable financial responsibility to develop, negotiate and write various social service contracts for approval in amounts up to \$100,000 where results are defined in terms of a general statement.</p>	F	43
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to organize a project information system by setting up and maintaining caseload files.</p>	C	15

ORGANIZATION CHART  
Benchmark Job #207

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise a multi-disciplinary team, appraise employee performance and take disciplinary action (12 FTEs).	DG	23
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> High level of care and attention to manage community support services to mentally ill adults in a mental health centre.	F	50
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused awareness of others to frequently observe clients and be prepared to respond immediately to emergency situations.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to case files, progress notes, assessment and treatment plan reports.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with unstable clients.	C	6
13	<b>HAZARDS</b> Significant exposure to hazards from frequent possibility of violence from mentally ill clients in community support services office.	D	9

**Total Points: 960**

**Level: Range 30**

# JOB DESCRIPTION

## Benchmark Job #060

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Ministry: Forensic Psychiatric Services Commission  
Branch: Forensic Psychiatric Institute  
Location: Port Coquitlam

Working Title: **Supervisor, Social Work**  
Level: Range 28  
NOC Code: 4152

### PRIMARY FUNCTION

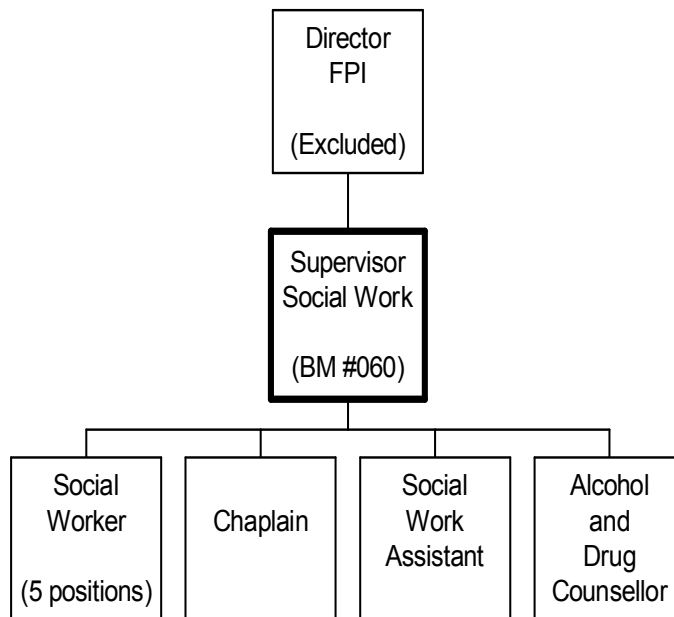
To provide clinical, psychiatric social work services to clients of the Forensic Psychiatric Institute (FPI), administer the day to day operation of the department, and supervise department staff within a maximum security environment.

### JOB DUTIES AND TASKS

1. Provides clinical psychiatric social work services to forensic clients
  - a. conducts psycho-social assessments
  - b. makes recommendations to court and review boards on case management
  - c. participates in the development and implementation of a care plan for clients
  - d. analyzes requirements for individuals or special needs groups to determine appropriate programs
  - e. provides treatment and counselling for individuals, groups and their families
  - f. determines client needs for other program assistance and refers to appropriate agency
  - g. maintains and updates client files and records on client behaviour and progress
  - h. prepares and implements client discharge plans
  - i. intervenes in crisis situations such as suicide attempts
2. Coordinates the operation of the Forensic Psychiatric Institute Social Work Department
  - a. reviews the content of services provided and assesses needs for additional services
  - b. coordinates the implementation of programs and delivery of social work services
  - c. recommends the planning, development and implementation of programs, service policies and procedures
  - d. coordinates department intake and assigns patients to staff
  - e. works with community agencies to facilitate client placement
  - f. provides input on program needs for budget preparation
  - g. sets up and manages program information, such as client statistics
  - h. adapts standardized language to prepare contracts for the provision of services (e.g., Man to Man/Woman to Woman volunteer services)
3. Supervises the work of Social Work Department staff (8 FTEs)
  - a. supervises staff including hiring and training
  - b. plans, assigns and reviews work
  - c. sets work priorities and standards
  - d. conducts formal appraisals of work performance and takes disciplinary action if required
  - e. approves travel expenses for the unit and authorizes overtime

ORGANIZATION CHART  
Benchmark Job #060

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# ORGANIZATION CHART

Benchmark Job #060

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of psychiatric social work to ensure proper case planning, management, assessment and treatment to enable forensic patients to return to society.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to plan, organize and evaluate effectiveness of social work services for the Institute, and recommend the planning, development and implementation of programs, service policies and procedures.</p>	H	250
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Influence and formal counselling skills required to intervene in crisis situations such as suicide attempts and to provide therapy to initiate behavioural changes in patients and families.</p>	E	60
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive vehicle to meetings in the community to facilitate client placements.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general policies and guidelines, plan and organize the Social Work program for the Institute.</p>	G	190
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Significant financial responsibility to adapt standardized or pre-approved language to prepare contracts for the provision of services.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to organize an information system for the work unit for patient and program information.</p>	D	22.5

ORGANIZATION CHART  
Benchmark Job #060

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise workers, appraise employee performance and take disciplinary action (8 FTEs).	DF	21
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> High level of care and attention to manage a program providing assessment and treatment services for psychiatric patients.	F	50
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently read case information on computer screen or reports while conducting psycho-social assessments and reviews.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to occasionally restrain patients.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent direct involvement with institutionalized and unpredictable psychiatric patients.	C	6
13	<b>HAZARDS</b> Significant exposure to hazards from frequently working around psychiatric patients who may react violently.	D	9

**Total Points: 960.5**

**Level: Range 28**

# JOB DESCRIPTION

## Benchmark Job #335

Ministry: Children and Families  
Branch: Field Services  
Location: Vernon

Working Title: **Team Leader Integrated Youth Services**  
Level: Range 28  
NOC Code: 4152

### PRIMARY FUNCTION

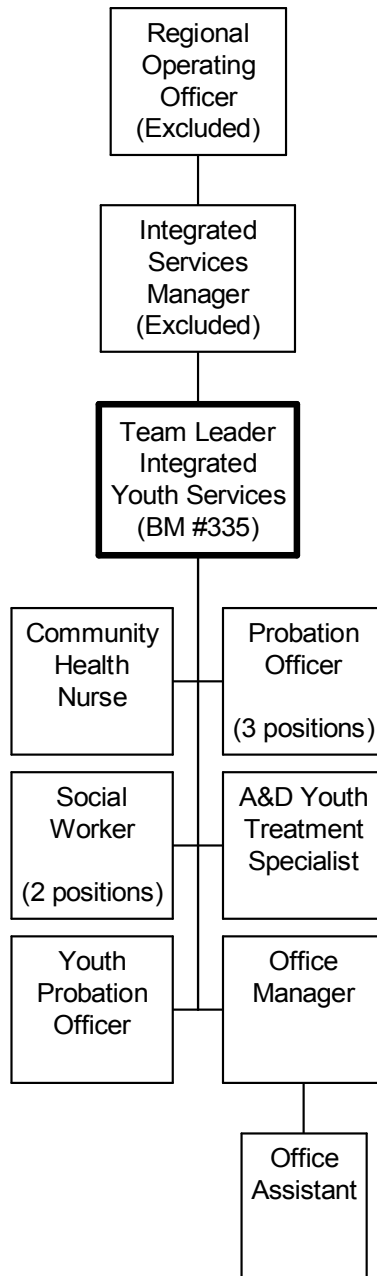
To direct and evaluate the delivery of local integrated youth services, such as guardianship, family and youth support, alcohol and drug services, youth corrections and mental health services, in Vernon.

### JOB DUTIES AND TASKS

1. Directs and evaluates the integration and delivery of Ministry services within an assigned district
  - a. plans, implements and directs the delivery of ministry programs and services in accordance with legislation and regulations, regional and central agency directives and ministry policy
  - b. establishes systems to monitor, review and evaluate the delivery of services against standards of practice and effectiveness
  - c. prepares the local budget and makes recommendations to the Regional Operating Officer on projected needs and adequacy of budgets
  - d. allocates and controls the local budget and negotiates and/or approves case specific contracts as assigned
  - e. provides the first step of appeal for clients who disagree with a worker's decision
  - f. identifies local trends, needs and issues and develops plans or recommendations for initiatives to address them
  - g. assists the Integrated Services Manager and the Regional Operating Officer in the development of long-range goals for the region by providing input on local needs
  - h. provides input or recommends changes to existing or proposed programs, policies, procedures and systems
  - i. coordinates a multi-user information system for local planning and tracking of services
2. Provides supervision and consultation to social work and administrative staff (10 FTEs)
  - a. recruits and selects new staff and identifies staff training needs
  - b. provides consultation and advice to staff on case management issues
  - c. leads counselling sessions on difficult cases when required
  - d. instructs team members on the intent of policy, ministry mandate, philosophy, acts, regulations and procedures
  - e. directs the provision of a interdisciplinary case management process
  - f. establishes performance expectations for team members
  - g. appraises staff performance and takes disciplinary action if required
3. Promotes public awareness and involvement in ministry service delivery
  - a. assists in the establishment of a community advisory/consultative process to provide input into the evaluation, development and conduct of ministry services by members of the community
  - b. conducts public speaking engagements to enhance the profile of the ministry with the community
  - c. establishes relationships with community partners, provincial, federal and non-governmental agencies to enhance the delivery of services to children and families

ORGANIZATION CHART  
Benchmark Job #335

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# ORGANIZATION CHART

Benchmark Job #335

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of social work to plan, research, and review the delivery of local services to children and families such as guardianship, resources and probation.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to plan, organize and evaluate the delivery of integrated youth services to children and their families in a district, and to identify local trends, needs and issues and develop plans or recommendations to address them.</p>	H	250
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Influence and formal counselling skills required to lead counselling sessions on sensitive cases to provide therapy to clients to initiate behavioural change.</p>	E	60
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Some coordination and dexterity required to use a keyboard with some speed to prepare client reports.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general ministry policies and social work standards, plans, organizes and evaluates the delivery of integrated youth services within a district, and ensures compliance with standards and operating policies.</p>	G	190
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Considerable financial responsibility to have formal accountability for the local area budget.</p>	F	43
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to coordinate a multi-user information system for local planning and tracking of services.</p>	D	22.5

ORGANIZATION CHART  
Benchmark Job #335

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise staff, appraise employee performance and take disciplinary action (10 FTEs).	DF	21
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> High level of care and attention to manage the delivery of services to children and youths in a district.	F	50
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently focus on computer screen and printed documents while reviewing and monitoring programs, policies and service delivery.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus on source documents or computer screen in order to track and monitor the delivery of services.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular unpleasant dealings with upset families/stakeholders when reviewing complaints and appeals of workers' decisions.	B	4
13	<b>HAZARDS</b> Exposure to hazards from regularly working around clients who may react violently, while reviewing cases of child abuse and neglect.	C	6

**Total Points: 960.5**

**Level: Range 28**

# JOB DESCRIPTION

Benchmark Job #334

Ministry: Health  
Branch: Mental Health Services  
Location: Kelowna

Working Title: **Director, Mental Health Centre**  
Level: Range 30  
NOC Code: 4152

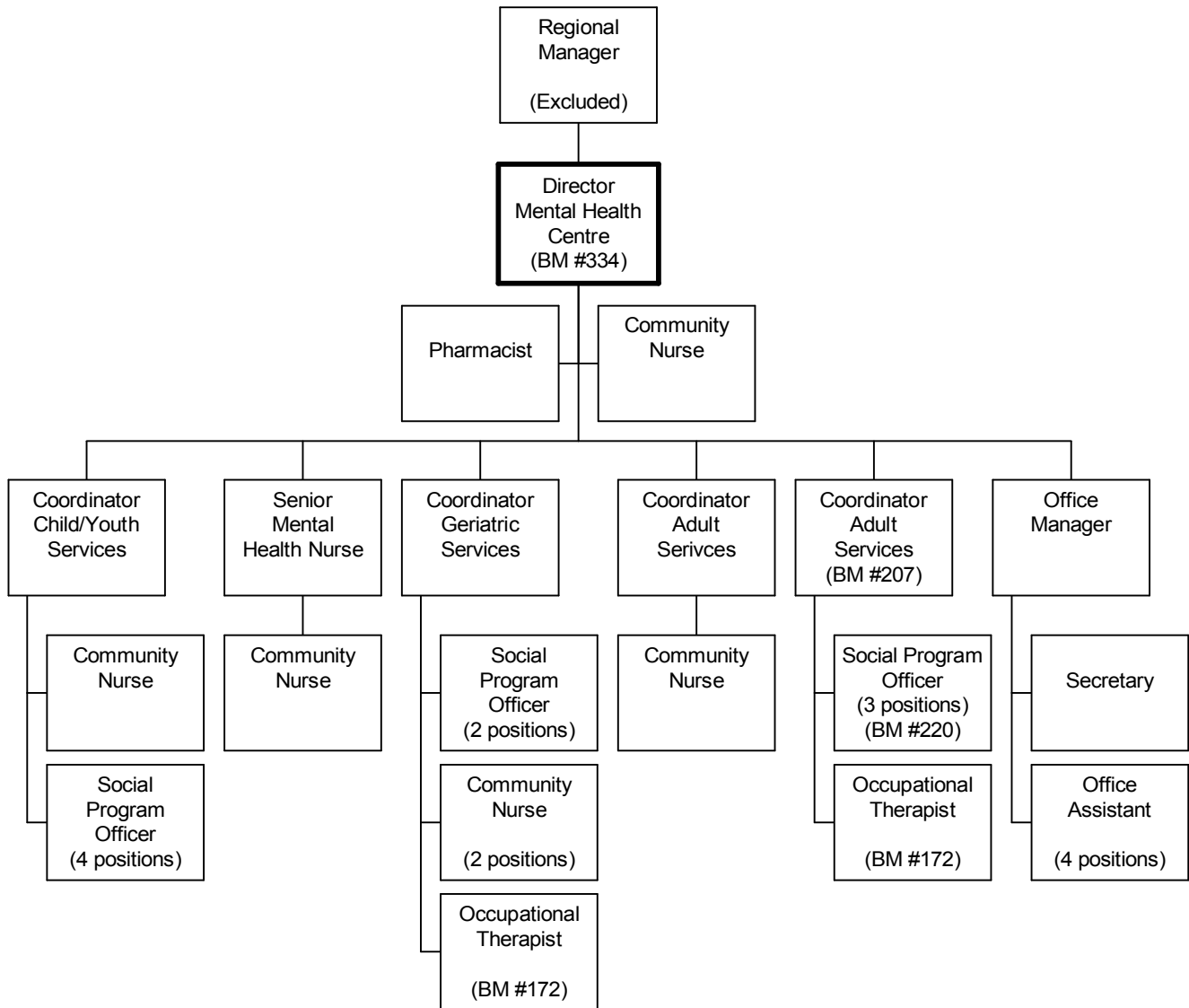
## PRIMARY FUNCTION

To plan, manage and evaluate the delivery of mental health services in a community Mental Health Centre.

## JOB DUTIES AND TASKS

1. Administers and directs services in a multi-disciplinary mental health centre
  - a. prepares budget estimates and priorities, allocates resources and maintains cost controls
  - b. exercises full authority over budget in excess of \$2.5 million and makes recommendations regarding funded agency and sessional budgets
  - c. contracts and signs-off for services of sessional psychologists, psychiatrists and pharmacists
  - d. monitors and ensures overall service standards are maintained
  - e. hires, orients and appraises staff, taking disciplinary action when required (29 FTE's)
  - f. administers and implements personnel policies covering four collective agreements
  - g. identifies training needs
  - h. coordinates the set up and maintenance of patient files
2. Manages clinical services
  - a. monitors clinical services to ensure overall service standards are maintained
  - b. controls a system of referral, intake, wait listing, assessment, treatment, consultation, case management, discharge and transfer to other agencies
  - c. reviews cases and consults with and advises staff on clinical case management issues
  - d. audits clinical sessions where needed
  - e. reviews unusual occurrences (e.g., suicide, assaults) and investigates complaints by clients
  - f. provides consultation and advice to Centre staff regarding appropriate treatment and patient care
3. Plans and coordinates the delivery of the mental health care system in the Centre's catchment area
  - a. organizes, leads and participates on inter-agency planning committees
  - b. identifies problems, gaps and overlaps in service and encourages joint action to deal with them
  - c. supports and encourages the development of alternative care programs
  - d. ensures Centre services are developed based on collaboration and coordination with all concerned stakeholders
  - e. coordinates Centre services with provincial and regional services
4. Manages the Community Residential Program
  - a. directs a system of referral, placement, follow-up care and discharge of clients into residential care facilities in the catchment area
  - b. monitors the standard of care provided by each facility to ensure licensing requirements are met
  - c. approves payments, based on assessed level of care, for each client
  - d. assesses clients needs and makes changes in programs to meet those needs
  - e. recommends to Regional Manager new facilities or additional beds
  - f. works with facility operators to establish new facilities to meet government guidelines
5. Performs other related duties
  - a. establishes and maintains effective working relationships with other community agencies, professionals and care providers
  - b. promotes positive interaction between centre staff and the public

ORGANIZATION CHART  
Benchmark Job #334



# ORGANIZATION CHART

Benchmark Job #334

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand all related issues of a significant and specialized mental health services program to plan, manage and evaluate the delivery of mental health services delivered in a community Mental Health Centre.</p>	I	305
2	<p><b>MENTAL DEMANDS</b> Judgement to plan, organize and evaluate the delivery of mental health services and programs within a community; ensure overall service standards are maintained and provide consultation and advice to Centre staff on appropriate treatment and patient care.</p>	H	250
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Persuasion required to use basic counselling skills to discuss employee performance problems and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Some coordination and dexterity required to input information on computer with a minimal requirement for speed.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by ministry policies and mental health standards, plan, manage and evaluate the delivery of mental health programs including controlling a system of referral, assessment, treatment, case management and discharge; and monitor standards of service.</p>	G	190
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Major financial responsibility to be formally accountable for a local budget in excess of \$2.5 million.</p>	G	58
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to coordinate a multiple user information system of patient files within the Centre.</p>	D	22.5

ORGANIZATION CHART  
Benchmark Job #334

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise staff, appraise employee performance and take disciplinary action (29 FTEs).	DI	27
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> High level of care and attention to manage mental health services and programs in the Kelowna district.	F	50
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused requirement to frequently balance schedules to deal with conflicting priorities and problems in a mental health centre.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus attention on computer screens and printed material reviewing cases and preparing reports and other documents.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular unpleasant dealings with clients, families and advocates when dealing with unusual occurrences and client complaints.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from occasional possibility of physical violence while auditing clinical sessions with mentally ill clients or investigating client complaints.	B	4

**Total Points: 989.5**

**Level: Range 30**