

Pathways to Housing Program

Assertive Community Treatment Team



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TEAM CASE MANAGEMENT ROLE

(Applies to all ACT clinical team members regardless of discipline/specialization)

Summary

The inter-disciplinary Assertive Community Treatment (ACT) clinical team provides comprehensive wrap-around outreach treatment, support and rehabilitation/recovery services for the clients of the program. The service is a Team Case Management model whereby the clients are clients of the Program team as a whole. This requires all team members to be current with all the clients, their situation and recovery program and goals. All treatment/recovery plans will be developed conjointly as a team, including the client. The work is split 90+% outreach in the community and 10% at home base with meetings/documentation work.

Duties

1. Establishes a dignifying and purposeful relationship with each of the team's clients, contacting and getting to know each client as a unique individual.
2. Understands and participates in the development of comprehensive service plans that are reviewed and modified with the client on a regular basis. Participates in all scheduled team meetings.
3. Provides direct client services in the following areas:
 - Housing (including landlord supports)
 - School, training and employment opportunities
 - Activities of daily living and health
 - Illness self-management
 - Relapse prevention
 - Money management
 - Advocacy for benefits and access to services
 - Transportation as required, consistent with the client's recovery plan
 - Transitions between hospital and community
4. Assists clients in self-managing all aspects of their life, including their mental illness, substance use and other health conditions by such methods as information and education, coaching, practical problem-solving, and linkages with peer supports and consumer advocacy groups.
5. As assigned, is the chart manager and lead point of contact for community services the client is or maybe accessing, and may initiate and/or participate in case conferences that include the client, family, and other informal supports and service providers to ensure coordination of care/service and resolution of emergent issues. Responsible for ensure assigned client records are current.
6. Provides support for crisis intervention and prevention by knowing and understanding identified crises the client's crisis prevention plans, responds to crises as they arise (mental health, physical health, non-violent crisis intervention, housing, legal, family,

social), reports all crises to the Team Leader/ACT team using critical incident forms as required.

7. Provides supports related to housing including completing paper work related to tenancy, assisting in packing and transporting belongings and furniture, assisting in setting up and exiting household, coaching the client on the landlord relationship, and orienting to and connecting with the local community.
8. Participates in a flexible shift rotation, usually Monday –Friday 0830-1630 with some evening shifts as may be required. Participation in an after-hours ON CALL rotation (one week per assignment) is required.

January, 2011