

340 – Staff Roles & Responsibilities in a Recovery Framework

1. Purpose

- To outline expectations, roles and responsibilities in providing recovery, resiliency and strengths-based services across all programs.
- To promote the mental health and wellness of the population served by mental health services through:
 - Individualized assessment and treatment planning with each individual
 - Use of community support systems and services
- To promote best practices in care, ethical decision-making and adherence to legal requirements.
- To ensure the highest possible clinical standards are maintained.

2. Policy

Vancouver Community Mental Health Services (VCMHS) staff, physicians and contractors will promote and maintain best practices within a recovery, resiliency and strength-based framework across all programs.

3. Scope

This policy applies to all VCMHS programs and units.

4. Guiding Principles

Within a framework of Recovery the following principles guide this policy:

1. Hope
2. Self-Determination
3. Goal-Directed
4. Meaning and Purpose
5. Awareness and Potentiality

5. Procedures

Position	Responsibility
<i>Intake Worker/ Case Manager/ Community Response Worker/ Crisis Response Worker</i>	<ul style="list-style-type: none"> • Screens and triage referrals within the context of the mandate of VCMHS Programs, relevant legislation and the continuum of care available in Vancouver • Collaborates with the referred person, their supports and referring sources to: <ul style="list-style-type: none"> ○ Indicate initial goals of referral to the receiving Team/Unit, or ○ Indicate the service mandate and intake process to the referred person and referring sources ○ Suggest or refer to service alternatives if the person does not meet the service mandate

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Procedures continued...

Position	Responsibility
<p><i>Key Providers (Case Manager/ Primary Therapist/ Team Physician/ Rehabilitation Therapist/ Health Care Worker)</i></p>	<ul style="list-style-type: none"> • In collaboration with the client, their supports, the family physician, and other key providers: <ul style="list-style-type: none"> ○ Provides comprehensive mental health assessment ○ Develops goals of service ○ Provides crisis intervention and develops safety plans ○ Promotes holistic wellness ○ Promotes self-help ○ Advocates for the rights and needs of the individual ○ Facilitates transition to identified services ○ Implements and monitors service brokerage/treatment/rehabilitation plans • Works within the Standards and Guidelines of their professional governing body • Incorporates the cultural and spiritual values and beliefs of the individual into service goals and plans • Provides concise and accurate clinical documentation according to Policy and Guidelines • Consults with Team Directors/Unit Managers/Team Physician Leader regarding issues of clinical problem solving, risk and system barriers
<p><i>Administrative Support</i></p>	<ul style="list-style-type: none"> • Performs their role in the context of recovery, resiliency, and strength-based services.
<p><i>Team Directors/ Unit Managers/ Team Physician Leaders/ Coordinators/ Senior Mental Health Workers/ Team Rehab Leaders</i></p>	<ul style="list-style-type: none"> • Develops, implements and evaluates recovery, resiliency, and strength-based activities • Provides staff/physician supervision and support to implement recovery, resiliency, and strength-based activities • Reviews Client Plans with staff on an annual basis • Consults Program Managers/Professional Practice regarding issues of clinical problem solving, and Practice Lead/Director/Medical Directors/Director/Risk Management regarding risk and system barriers • Implements quality assurance and quality improvement activities • Addresses systems issues and risk management • Ensures consumer and family input into programming and evaluation
<p><i>Program Managers/ Professional Practice Leads/ Medical Directors</i></p>	<ul style="list-style-type: none"> • Fosters and supports the development, implementation and evaluation of a recovery-oriented system • Provides supervision and support to implement recovery, resiliency and strength based programming • Directs quality assurance and quality improvement activities • Ensures consumer and family input into programming and evaluation • Evaluates and supports programs • Addresses systems and risk management

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6. Exceptions

None.

7. Tools, Forms and References

[Vancouver Community Mental Health Services Policy & Procedures Website](#)

8. Related VCH Policies

[Responsibility for Patient/Client Care by Physicians Working in Vancouver Community Programs](#)

9. Definitions

None

10. External References

[Legislation](#)

[Adult Guardianship Act](#)

[Infants Act](#)

[Freedom of Information & Protection of Privacy Act](#)

Issued by:			
Name:	<u>*** original signature on file ***</u>	Title:	<u>Director, Mental Health & Addiction</u>
	<u>Signature of issuing official</u>	Date:	<u>06-May-2010</u>

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