



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Social Programs	Community Mental Health Nurse – Outpatient Psychiatry	
<b>Position Number(s)</b>	<b>Community</b>	<b>Division/Region(s)</b>
57-14754 & 57-95034	Yellowknife	Community Mental Health and Adult Services, Yellowknife Region

## **PURPOSE OF THE POSITION**

As a member of the Community Mental Health and Adult Services Team, the Community Mental Health Nurse – Outpatient Psychiatry acts as a client navigator for individuals accessing outpatient psychiatric services in Yellowknife. The primary focus of the position is to coordinate and improve overall access to outpatient psychiatry services for clients and their care providers. For communities outside of Yellowknife this position provides the point of contact for referral sources. The key areas of service improvement are access; delivery speed; prioritization; client safety; and improved quality of care through service coordination. Services are provided in accordance with the NWT Mental Health Act, Health Information Act (HIA), Access to Information and Protection of Privacy (ATIPPA), Scope of Practice for Registered Nurses, Standards of Practice for Registered Nurses and Nurse Practitioners, and other applicable legislation.

## **SCOPE**

The Community Mental Health Nurse – Outpatient Psychiatry is based in Yellowknife and reports directly to the Regional Manager, Mental Health and Addiction Services, Northwest Territories Health and Social Services Authority (NYHSSA), Yellowknife Region, and provides comprehensive Community Mental Health Nursing Service to residents of the NWT and the Kitikmeot region of Nunavut in accordance with the Community Mental Health practices in the NWT, established standards of psychiatric nursing practice and the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NYHSSA) to protect, restore and promote health.

NYHSSA, Yellowknife Region provides and supports the delivery of community based health care services to adults and children in order to enhance the health and well-being of communities through excellence, accountability and respect for regional diversity. The NYHSSA, Yellowknife Region administers all public health, home care and general physician services throughout Yellowknife, Dettah and N'Dilo, as well as all regional health and social services delivered in Fort Resolution and Lutsel K'e totaling approximately 22,000 residences. In the NWT psychiatry has a territorial wide mandate providing care and support to approximately 43,000 residents with an additional approximately 6,000 residents of the Kitikmeot region of Nunavut, through a combination of direct service, travel clinics, and telehealth sessions.

The Community Mental Health Nurse – Outpatient Psychiatry is responsible for supporting those accessing psychiatric care across the illness spectrum as per the DSM-V. Services are intended to promote compliance with medication, foster self-care / personal autonomy, and stabilize health. The provision of these services allows clients to remain in their homes rather than being hospitalized, while allowing families and support systems to be directly involved in client care.

The incumbent is a member of the multidisciplinary Community Mental Health & Adult Services team and plays an important role in working with central intake services by reviewing and prioritizing outpatient requests for psychiatric consults and follow-up for adults, children and youth. The incumbent will ensure that the needs of clients are met by completing intake biopsychosocial assessments, and developing a culturally sensitive, treatment plan / aftercare plan.

The Community Mental Health Nurse – Outpatient Psychiatry ensures that individual client mental health needs are correctly assessed via biopsychosocial assessments, including relevant screening tools and appropriate interventions planned. The incumbent provides direct nursing care to clients, families and primary care givers and acts as patient advocate, facilitating communication between patient, family, physicians, Stanton Territorial Hospital (STH) and other NYHSSA, Yellowknife Region health care professionals. This will result in a holistic approach to planning organizing, teaching and relationship development that will best meet the needs of the patient.

The Community Mental Health Nurse – Outpatient Psychiatry acts as a mentor for nursing students during practicums with the NYHSSA, Yellowknife Region. The incumbent will be required to provide seasoned advice and guidance to students and act as resource for standards of practice.

This position impacts community health and well-being through increased awareness and treatment of mental health issues, reduction of suicides, therapeutic counseling, and crisis intervention. By being proactive in the delivery of mental health services within the NWT, fewer individuals will require inpatient psychiatry reducing costs overall.

## **RESPONSIBILITIES**

- 1. Act as a psychiatric nursing consultant and/or case manager for clients in the provision of comprehensive mental health nursing services in order to provide support to the client in the community, and to promote a healthy life style, autonomy and independence.**
  - Conducts biopsychosocial intake assessments and suicide risk assessments;
  - Provides clarification, education and support regarding diagnosis and or the treatment recommendations to clients and family members and support persons;
  - Liaises with other direct service providers to ensure accurate client focused communication;
  - Manages and prioritizes the waitlists for both child and adult outpatient psychiatry;
  - Advocates for clients in order to coordinate required services and to resolve emergency problems in crisis situations;
  - Determines risk, complexity of care requirements and urgency of needs;
  - Implements a plan of care to mitigate risk to the client;
  - Provides information about community resources, interim support, and crisis intervention to clients and referral sources;
  - Identifies systemic barriers that impede a timely and appropriate intake process for clients and addresses these barriers in conjunction with the Central Intake Team;
  - Encourage clients to be compliant with taking their medication;
  - Dispense weekly medication to clients;
  - Liaise between the client, physician, drug store and drug company to ensure the best treatment for the clients;
  - Facilitate a program for assessing lab work in regards to medication for clients;
  - Develop a nursing care plan including individual client needs support systems, nursing intervention and resources required;
  - Access, plan, implement, document and evaluate care to ensure a coordinated holistic approach with best meets the needs of the clients;
  - Advocate the dignity and self-respect of the client;
  - Promote the autonomy of clients and help them to express their health needs and values to obtain appropriate information and services;
  - Safeguard the trust of the clients that information learned in the context of a professional relationship is shared with individuals involved in the client's circle of care, as per the Health Information Act;
  - Apply and promote principles of equity and fairness to assist clients in receiving unbiased treatment and a share of health services and resources proportionate to their need;
  - Act in a manner consistent with their professional code of ethics, responsibilities and standards of practice;
  - Make decisions regarding client management and facilitates referrals to other health care professionals to ensure early diagnosis and prompt intervention in the disease process; and
  - Prompt safe and healthy environments in client's homes.

- 2. Provides the 'point of contact' and orientation for the outpatient psychiatrist to the Community Mental Health and Adult Services team and to the processes of how service is provided Next major responsibility.**
  - Reviews client files to ensure that collateral client information is available to the outpatient psychiatrist;
  - Facilitates communication between the outpatient psychiatrist and other team members/services providers across the NWT;
  - Prepare and maintain all required treatment records and reports;
  - Provides orientation to the NYHSSA Yellowknife Region and Stanton Territorial Hospital outpatient psychiatry processes and to the outpatient locum psychiatrists (child and adult); and
  - Ensures privacy and confidentiality of client information is maintained in accordance with privacy legislation.
  
- 3. Develop, facilitate, implement and modify health promotion based on the needs of the client.**
  - Use a holistic approach to facilitate individual learning by clients and their families in relation to patient illness or injury (i.e. self-care, health promotion);
  - Assess the patient for mental health needs, their knowledge of their health, disease process and learning needs;
  - Participate in program development for specialty program education and teaching, which could include on-the-land based programs and traditional healing methods.
  - Supporting activities of the above responsibility.
  
- 4. Perform administrative functions that contribute to the effective functioning of the mental health programs and enhance program development, delivery and continuity.**
  - Obtain client medications as required;
  - Provide ongoing evaluation of client's status and program efficiency;
  - Collect and document demographic and statistical information;
  - Communicate and collaborate with other members of client's circle of care regarding the patient's health care to provide continuity of care and promote collaborative efforts directed toward quality patient care;
  - Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care, which could include traditional healers and other culturally relevant care providers;
  - Advocate health care environments that are conducive to ethical practice and to the health and well-being of clients and others in the setting;
  - Participates in committees, task forces, and research projects as related to the program;
  - Participates in program design, data collection activities, and program evaluation and takes a lead role in service delivery initiatives;
  - Researches best practice with regard to the mental health continuum of care and the place of referral services on that continuum. Apply research methods to the design and practice of the referral system;

- Develop referral procedures to and from system providers, identify processes regarding consent to release information, timeline parameters and consistent messaging to clients and referral sources;
- Produce reports for statistics and evaluation using computer software programs and electronic medical record software.
- Others duties as required.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent is expected to work at a computer for prolonged periods and simultaneously speak on the phone and make appointments, this predisposes to eyestrain, and muscle/joint problems. The incumbent is able to take a break from sitting to rest, and change activity when desired to meet other work requirements.

The incumbent will be required to bend and stand in awkward positions while performing patient assessment or care during home visits or in the clinic.

### **Environmental Conditions**

The incumbent could spend up to 50% of their day providing outreach services where the incumbent may be (and often is) exposed to unsanitary conditions, cigarette smoke, pets and loud noises that may make the incumbent sick (i.e. allergies) or pose a safety risk.

In addition, the incumbent will be exposed to all weather conditions when driving to and from client's homes. The constant changes in temperature (office-vehicle-home-vehicle etc.) may make the incumbent sick.

An incumbent may be exposed to communicable diseases (such as TB, whooping cough etc.), needle stick injuries, hazardous materials, blood and body fluid that may result in potential health risk to the incumbent.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled setting (i.e. home visits). There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (i.e. Patient or family members under the influence of alcohol and/or non-compliance with medication thus rendering them unstable and potentially dangerous).

### **Sensory Demands**

Time will be spent providing direct patient care where the incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and provision of care in an uncontrolled setting (i.e. client's home). Working within the client home may be extremely distracting and make normal assessment and diagnosis more difficult as these settings may be a distraction for both the incumbent and the patient (noise level family interruptions, visual commotion etc.). The combined use of senses is critical to all assessments.

The Community Mental Health Nurse – Outpatient Psychiatry must be constantly aware of patients' physical and emotional needs (mood, hygiene, etc.) when making an assessment and recommending an appropriate course of action that will recognize the clients' abilities, support systems and potential.

### **Mental Demands**

The incumbent is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family, and other members of patient's circle of care.

There can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue and stress.

The Community Mental Health Nurse – Outpatient Psychiatry is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of current nursing practice, primary health care, mental health care trends in health promotion and disease prevention;
- Knowledge of and an ability to apply advanced nursing processes (completing a biopsychosocial assessment, formulate a diagnostic impression based on the DSM V and initiating a treatment plan);
- An ability to educate patients, families, and/or primary care givers (where applicable) on the underlying disease process for mental illness & addictions, treatment options including medications, and other relevant aspects of the client's care plan including self-care techniques and more comprehensive care options for clients;
- Knowledge of biological, physical and behavioral sciences in order to recognize, interpret and prioritize findings and determine and formulate and implement a health care plan for clients with addictions and mental illness, based on accepted standards of practice;
- Knowledge of and an ability to network resources within and outside the NYHSSA (i.e. STH, Social Services, Public Health, Community Health Centre's, CCP's, and NGO's etc.);
- An ability to operate and/or use medical equipment (such as but not limited to thermometers, sphygmomanometer, syringes, etc.);
- Ability to provide training, advice and assessment using specialized equipment, (i.e. Telehealth, Electronic Medical Record) medications, tools and techniques;
- An ability to perform pharmacy skills such as dispensing of medications under approved policies;
- An ability to communicate effectively (orally and in writing), including in the Electronic Medical Record, etc.;

- An ability to be self-directed, meet deadlines, prioritize own workload and manage several tasks at once;
- An ability to legally operate a motor vehicle in order to provide community outreach;
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times;
- Self-Control (Responds Calmly) — Feels strong emotion in the course of conversation or other tasks, such as anger, extreme frustration, or high stress, controls emotions, and continues to talk or act calmly;
- Flexibility (Adapts Normal Procedures) — Alters normal procedures or ways or working to fit a specific situation to get the job done and/or to meet NYHSSA, Yellowknife Region goals, (i.e. performs coworker's tasks when needed);
- Valuing Diversity (Monitors and Modifies Own Behavior) — An ability to monitor and evaluate own beliefs and behaviors with regard to prejudices and personal bias, and practice new behavior as appropriate;
- Initiative (Addresses Current Opportunities or Problems) — An ability to recognize and act upon present opportunities or address present problems (usually completed within a shift or two);
- Self-Development (Plans Personal Development) — Anticipates what personal skills ' and competencies will be needed to meet future job or situation demands. Puts long-term self-development plan into action to prepare self to meet these future needs;
- Conceptual Thinking (Sees Patterns) — When looking at information, sees patterns, trends or missing pieces and notices when a current situation shows some similarities to a past situation, and identifies situations;
- Listening, Understanding & Responding (Listens responsively) — An ability to demonstrate objective and active listening. This includes an ability to behave in a helpful responsive manner and ability to seek out the fact and pertinent information before drawing conclusions;
- Client Service Orientation (Addresses Underlying Needs) — An ability to seek information about the real, underlying needs of the client, beyond those expressed initially, and matches those to available services;
- Teamwork Cooperation (Cooperates) — An ability to participate willingly and support team decision (i.e. is a good team player). This includes doing one own share of the work and sharing all relevant and useful information;
- Expertise (Answers Questions) — An ability to answer questions as an expert when asked. This includes telling people about current understanding of mental health issues.
  - Working knowledge of the DSM-V (diagnostic criteria for psychiatric disorders);
  - Knowledge of psychiatric medications specific to psychotic, anxiety, and mood disorders, and addictions.
  - Knowledge of the different referral agencies/services available within the NWT for those individuals who require in-patient or alternative out-patient psychiatric assessment and care;

- Expertise in assessing mental health issues including suicidal ideation and co-occurring disorders;
- Awareness of and practice with, various standardized mental health and addictions assessment tools;
- Familiarity with best practices relating to mental health, addictions and issues facing individuals with these diagnoses such as: homelessness, unemployment, stigma and involvement in the justice system;
- Training and experience in completing biopsychosocial intake assessments; re: psychiatric services;
- Expertise in triaging requests for psychiatric services;
- Expertise in mental health 'case management' with the seriously mentally ill and co-occurring disorders;
- Familiarity with all pertinent legislation impacting provision of clinical services;
- Self-confidence and an ability to take independent action when necessary and in appropriate circumstances;
- Experience working on a multi-disciplinary team.
- A team player with ability to collaborate across disciplines and build relationships across service providers;
- Knowledge of the community and its resources and ability to work in a multidisciplinary setting;
- Sensitivity to geographical/cultural diversity as well as holistic and traditional healing practices; and
- Valid NWT class 5 driver's license. Necessary to deliver services within the community (home visits).

**Typically, the above qualifications would be attained by:**

- Baccalaureate degree in Nursing (BN or BScN) from a recognized university required, or an equivalent combination of education and experience will be considered, with additional training in psychiatric nursing;
- Three years of recent Mental Health Nursing experience.
- Eligible for registration with the Registered Nurses of Northwest Territories/Nunavut;
- Post graduate psychiatric nursing course for RN's and/or Canadian Nurses Association certification program in psychiatry (Preferred)
- Current Basic Cardiac Life Support (CPR) certification.

**Yellowknife Region Requirements**

Within the NYHSSA, Yellowknife Region, all registered nurses must be registered with the NWTRNA and have completed a satisfactory criminal record check and possess a class V driver's license.

In addition, within the NYHSSA the Community Mental Health Nurse – Outpatient Psychiatry must be able to acquire within a reasonable time frame and remain current with the following training and or certification:

- Non-Violent Crisis Intervention;
- WHMIS;
- Internet and e-mail applications;
- Fire and safety training;
- Current Certification in basic CPR, every TWO years.

**ADDITIONAL REQUIREMENTS**

**Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language (check one if applies)**

- French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B)  Intermediate (I)  Advanced (A)   
READING COMPREHENSION:  
Basic (B)  Intermediate (I)  Advanced (A)   
WRITING SKILLS:  
Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Aboriginal language: Choose a language**

- Required
- Preferred