

## **Child and Youth Mental Health Intake/Urgent Response Role**

### **Specific Duties:**

#### **Intake**

- Assess and responds to requests for service by:
  - Providing crisis intervention, assessing risk, developing safety plans, and consulting with team members as required at the time of referral.
  - Conducting face-to-face intake if the presenting problem is complex or difficult to assess by telephone.
  - Determining whether the identified problem meets criteria for service and degree of urgency.
  - Referring to appropriate community resources if the problem warrants other services.
  - Presenting referrals for assignment at Team intake meetings
  - Providing assigned therapists with sufficiently detailed information to allow them to begin more detailed assessment and treatment.
  - Updating community resources information and conveying changes to the CYMH team.
- Provides case management and short-term intervention as required.
- Consults on potential referrals with personnel from referring agencies.
- Keeps and maintains administrative records by:

#### **Urgent Response**

- Provides Urgent Response in a community or clinic setting (defined as response to clinical situation within 24-72 hours of request for assessment of risk)
- Provides response to hospital emergency situations involving registered clients as available during their working hours (those on waitlist as well)
- Provides written follow up to clinician of record or ensures intake/screening follow up on non-registered clients.
- Liaises with other after hour services to provide strong working relationship and collaborative case management where indicated by a serious mental health concern.
- Performs other duties as directed.
- Identifies trends in referrals to assist with program planning.