The Transition Case Manager addresses the overall health needs of students who are transitioning to Simon Fraser University from Fraser International College (FIC) and other international pathways. The incumbent is responsible for providing case management, clinical assessments, crisis intervention and mental health support of identified at-risk/high-risk students, developing training programs and workshops on mental health, and implementing best practices. The Transition Case Manager works collaboratively with clinicians and staff towards the development and implementation of care plans that foster a supportive and positive transition to SFU.

### Duties and Responsibilities

1. **Addresses the overall needs of at-risk and high-risk students transitioning to SFU from Fraser International College and other international pathways by:**
   - providing support to FIC/SFU stakeholders (i.e. Residence, International Services for Students, Centre for Students with Disabilities, FIC) in the management of students struggling with mental health concerns.
   - providing mental health triage to quickly determine the nature of the situation, and identify priorities and appropriate options for mental health care.
   - providing in person, on the phone, or online (e.g., Skype) assessments to determine appropriate services and resources.
   - assisting clients in accessing appropriate on-campus resources and external community resources including navigation of available insurance plans, providing information of nearby walk-in clinics, helping to locate doctors taking new patients, and assisting with finding reduced cost counselling options.
   - ensuring appropriate recorded informed consent for creation, management, sharing and release of client information, and assisting Health and Counselling staff in obtaining treatment information from external health care professionals organizing and facilitating shared care treatment planning meetings for clients receiving assistance from multiple providers.
   - writing letters of support for students withdrawing from courses, or written extensions as appropriate in accordance with HCS policy and procedures.

2. **Provides clinical assessments and support by:**
   - facilitating a holistic, client-centered approach in initiating and maintaining a professional therapeutic alliance with the client.
   - conducting outreach “wellness checks” to monitor at-risk students (i.e., psychosocial mental health assessment including mental status exam and risk assessment).
   - developing and assisting in the implementation of treatment and care plans.
   - providing crisis intervention and appropriate short-term treatment stabilization when necessary.
   - collaborating with internal and external health professionals when responding to mental health emergencies.
   - participating in appropriate clinical supervision.
   - providing individual and group therapy for students as necessary.

3. **Contributes to the effective operation of Health and Counselling Services (HCS) by:**
   - developing training programs and workshops for staff and faculty on emerging mental health trends and best practice care for international students at risk.
   - organizing and facilitating workshops for students on prevention and awareness of mental health issues.
   - maintaining professional and ethical standards in accordance with HCS and relevant professional governing body and the Health Professions Act.
   - following established guidelines for case management best practices.
   - maintaining adequate case notes and writes case reports.
   - maintaining accurate statistics regarding case management clients (i.e. students at high risk, students who engage in high use of services).
   - developing and delivering summary reports for key stakeholders each term.
• developing and maintaining systems and procedures to reduce duplication of services and over servicing of clients.
• providing individual and group support to staff stakeholders in determining the best practice care for clients at risk with a focus on intercultural support.
• liaising and working collaboratively within the SFU community, including Student Conduct, International Services for Students, Security, Centre for Students with Disabilities, Fraser International College, SFU community resources and others to coordinate care and support.
• participating on HCS and university wide committees as recommended by the Associate Director, Health Services.

IMPACT OF DECISION MAKING

The Transition Case Manager is responsible for:
• making decisions regarding triage, priority of care and services, crisis management and referrals.
• providing immediate crisis intervention, risk assessment and triage where appropriate,
• making decisions regarding students of concern when faculty or staff consult,
• developing programs and materials for workshops and outreach initiatives,
• providing advice to faculty and staff regarding mental health issues

RELATIONSHIPS

Establishes and maintains relationships and alliances. Maintains effective communication. Shares information and readily determines to whom to go for relevant information. Seeks referrals from others with relevant expertise and influence. Partners with others to achieve expectations.

QUALIFICATIONS

Master’s degree in Social Work and three years of related experience including case management, crisis intervention, counselling, suicide and homicidal risk assessment and mental health therapy in a healthcare environment, or an equivalent combination of education, training and experience.
Excellent knowledge of adolescent mental health issues and disorders, mental health triage, risk assessment, de-escalation techniques and trauma informed practices.
Good knowledge of the Diagnostic and Statistical Manual of Mental Disorders (DSM), psychopharmacology, the Mental Health Act, the Infant Act, and the Freedom of Information and Protection of Privacy Act (FOIPOP).
Excellent knowledge of local community based resources and services.
Good understanding of the difficulties faced by students from international pathways undertaking post-secondary studies, particularly transitional and mental health stigma issues.
Excellent understanding of interculturalism.
Excellent decision making skills.
Excellent interpersonal, intercultural and communication skills (both verbal and written).
Excellent organizational, case management and program development skills.
Ability to adjust to multiple cultural and linguistic environments.
Ability to exercise a high level of diplomacy and intercultural competence.
Ability to work in and manage crises and resolve conflicts.
Ability to engage and build rapport with various stakeholders and members of the university community including international, immigrant and refugee post-secondary populations.
Ability to work independently as well as part of a team.
Ability to exercise initiative, mature judgment, compassion, empathy and tact.
Ability to prepare and present detailed reports and assessments
Proficiency in the use of standard office application (e.g., MS Office).
Ability to arrange suitable transportation to various work locations.

Initial Effective Date: September 18, 2017
Latest Revision Date: