

Job Description



Job Title:	Mental Health Case Manager
Department:	Campus Wellness
Reports To:	Manager, Counselling Services
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	January 2026

Primary Purpose

The Mental Health Case Manager (MHCM) is accountable to the Manager, Counselling Services. Following the Code of Ethics and Standards of Practice set by the Ontario College of Social Workers and Social Service Workers the MHCM offers mental health care and case management services to students by coordinating prevention, intervention, and support efforts across campus and community systems with a specialization in working with high-risk students experiencing complex mental health challenges, crises and trauma. The MHCM facilitates at-risk mental health and/or medical needs through referrals and connections with follow-up services. The role facilitates student's connection to multiple supports, providing information and support coordinating transitions to community mental health resources, specialized treatment programs, crisis intervention, hospitalizations, and discharge planning. The position collaborates primarily with the various health care professionals within Campus Wellness while acting as a liaison with other academic and community services.

Key Accountabilities

Clinical Services

- Leads case management services for students by maintaining a mental health clinical caseload and developing, implementing, monitoring and evaluating treatment plans, resources and referrals.
- Coordinates the Back to Campus Program: coordinates and facilitates follow-up and support for students who have accessed hospital for mental health reasons; collaborates with community treatment facilities (hospitals, outpatient programs, etc.) relating to discharge planning, follow up supports on/off-campus and continuity of care.
- Coordinates student transfers to hospital for further assessment (voluntary and MHA Form 1).
- Facilitates suicide prevention, education, intervention and postvention.
- Completes clinical assessments including initial/intake assessments and risk/safety assessments.
- De-escalates, counsels, and provides resources/referrals when students present with high levels of distress.
- Responds to students in crisis; providing same day service as needed.
- Assess and monitor non-pharmacological treatment interventions.
- Assists students with internal University procedures related to petitions, immigration status and leaves of absences, including facilitating support for returning to studies.
- Acts as consultant to University staff and faculty to facilitate referrals to Campus Wellness.
- Consults with other Campus Wellness clinicians relating to treatment planning to ensure continuity of care and providing support coordination.
- Accesses internal and external funding as needed to meet students' basic needs

- Termination, planning and referrals.
- Completes clinical case notes in a timely manner.
- Adheres to all guidelines and regulations regarding the collection, use, retention, and destruction of personal health information.

Advocacy and Coordination of Services

- Advocates for and supports students' academic success, mental health and well-being.
- Advocates for students' rights to receive the least restrictive form of care and to respect and affirm clients' rights to self-determination in a safe and equitable manner.
- Collaborates and consults with key campus support services (e.g. AccessAbility Services, Academic Advising, Student Success Office, etc.) related to students' personal and academic needs.
- Collaborates and consults with University staff and faculty in the interest of students' academic success, retention and graduation.
- Assists students in obtaining physical and mental health care supports both on- and off-campus
- Assists Campus Wellness health professionals in coordinating and facilitating support and follow-up for students' health and social service needs including accessing appropriate funding support
- Coordinates with community treatment facilities (e.g., hospitals, outpatient program, clinical settings, etc.) where a student is receiving care to facilitate the student's return to campus including facilitating appropriate follow-up.
- Monitors continuity of care, bridging care and services between university and community providers.
- Provides support and instructional guidance to students to ensure referral and follow-up success
- Provides follow-up intervention and guidance to ensure that students with psychiatric /mental health complex needs/concerns are appropriately assessed, successfully referred, and support with treatment recommendations
- Responsible for follow-up contact to assess referral efficacy- acting as consultant to faculty and staff to facilitate referrals to Campus Wellness and to treatment resources outside of Campus Wellness
- Engaging in collaborative involvement with students in the re-entry process for those on voluntary or involuntary leaves of absence
- Participates as an active member in meetings focused on care of students with complex mental health needs.
- Initiates and develops on-going liaison relationships with community health providers, services, hospitals, and other resources to facilitate student referrals and access community resources
- Developing and maintaining a database of referral resources and services in surrounding communities while ensuring such information is readily available for all Campus Wellness personnel
- Following and monitoring referrals for students with identified high risk needs ensuring they are receiving appropriate intervention and follow up care

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- Collaborate with Counselling Services intake to arrange follow up appointments for Back to Campus clients released from hospital stays-may involve direct booking into Counsellors schedules.
- Provides coverage to the Mental Health Nurse as necessary, where appropriate.

Documentation and Communication

- Maintains documentation as per OCSWSSW Standards of Practice
- In consultation with clinical professionals, develops a care plan for highly complex students to be monitored.
- Maintain accurate and timely case records and prepare necessary statistical reports as needed.
- Maintain a directory of University and community resources available to students and colleagues across campus.
- Assist students in understanding University policy where policy has impact on student success and care
- Engage in ongoing monitoring and evaluation of practices, systems and processes that impact success for at-risk students with complex mental health challenges needs. Reviews termly data in collaboration with Manager to ensure accurate tracking of student numbers and progress
- Identify areas for improvement as indicated, make recommendations for change, creates proposals to better systems, and participate in review and revision of systems and protocols as appropriate

Multi-disciplinary Collaboration

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- Facilitates weekly multidisciplinary team meetings consisting of members from the Senior Management Team, Mental Health Case Management Team, and Leadership from Counselling Services, Health Services and AccessAbility Services, to discuss complex high-risk students, develop and review care plans, review any campus community concerns, and discuss any trends among students seeking support.
- Collaborates with external community partners to support high risk students by providing referrals for after-hours crisis assessment and interventions, as well as attending weekly meetings to discuss referrals and contact outcomes.
- Assists other CW clinicians and University staff/faculty to complete referrals after-hours crisis assessment and intervention with community partner(s).
- Initiates and develops relationships with community hospitals for the provision of the Back to Campus program.
- Coordinates Campus Wellness and community partnership: weekly communication with Waterloo Regional Health Network to maintain Back to Campus program.
- Assists the CS manager with regularly evaluating community partnerships & identifying effectiveness of programs.
- Initiates and develops ongoing liaison relationships with campus and community services to facilitate student referrals and access to community resources. Provides consultation to Campus Wellness staff as well as staff and faculty members within the university relating to at-risk students.

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- Collaborates with CW Mental Health Nurse on processes such as intake, priority determination, schedule of reviews and discharge planning.
- Coordinates weekly consultations with psychiatry team.
- Contributes to the development and delivery of yearly team goal(s) that align with Campus Wellness' strategic plan.
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Clinical Practice

- Maintains a thorough understanding of developmental issues of late adolescence (e.g., relationships, psychiatric diagnoses, mental health, disordered eating, transition, sexuality, etc.)
- Understanding of issues specific to UW students (i.e. international studies, pressures associated with specific faculties, etc.)
- Understanding of how systems/structures impact students with complex mental health and specific student groups (i.e. equity-deserving groups) and uses this knowledge to advocate for change.
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- Remains current with pertinent ethical requirements, research, and considerations relevant to the fields of case management, mental health and risk assessments, and crisis management.
- Maintains a high level of knowledge and awareness of changes and developments in the fields of higher education and case management, and their implications for the organization and service delivery within the institution and the community.
- Provides clinical supervision for Social Work students completing their practicum placements.
- Understands challenges resulting from COVID-19 pandemic and its impacts on the post-secondary student population.
- Strong knowledge of concepts and issues relating to diversity, equity, inclusion, anti-racism, anti-oppression and social justice, especially as they apply to the experience of post-secondary students.
- Ensures continued education to update social work knowledge, skills and competences.
- Understands the impact of Social Determinants of Health and the implications on intersectionality.
- Represents the interest of Campus Wellness at conferences, workshops, etc.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- A post-secondary university degree in Social Work or or an equivalent comparable field is required ;Masters degree is preferredRegistered or eligible to be registered with a regulated mental health profession in the Province of Ontario is an asset
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Experience

- Minimum 5 years relevant clinical practice experience in the mental health field.
- Formal training and demonstrated experience in conducting safety assessments, safety planning and suicide prevention, intervention and postvention.
- Proven experience working with individuals experiencing mental health crises, and providing mental health case management support.

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- Experience with late adolescence and emerging adults in an educational or medical setting strongly preferred.
- Experience working with equity deserving individuals on campus
- Progressive clinical and administrative experience in student-focused post-secondary environment strongly preferred
- Experience training and supervising staff or volunteers
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Knowledge/Skills/Abilities

- Knowledge of Ontario Mental Health Act and Charter of Rights and Freedoms.
- Sound knowledge of privacy legislation related to health care settings.
- Knowledge of psychiatric diagnoses.
- Demonstrated awareness and sensitivity to the lived experiences of equity-deserving individuals and groups.
- Experience with conducting, interpreting and utilizing relevant applied research
- Demonstrated experience building consensus and influencing others in a diverse and multi-disciplinary environment with diplomacy
- Proven ability to provide solution-focused interventions
- Ability to make quick decisions and problem solve in high pressure and high-risk situations.
- Proven ability to work effectively within a multi-disciplinary team. Ability to identify and deescalate difficult situations with high-risk clients in distress
- Exceptional interpersonal skills and communication skills
- Excellent planning, organizational and time management skills and sound judgement to prioritize workload in a continuously changing environment
- Maintain a clear Vulnerable Sector Check.

Nature and Scope

- **Contacts:** Internally, the MHCM participates on various University committees especially those within Campus Wellness, and works with other groups whose mandates include the development and enhancement of student success including their health, psychological wellness, and personal and community safety including but not limited to, working closely with a number of on-campus student services including but not limited to Campus Wellness, AccessAbility Services, Campus Housing, Special Constables Services, Academic Advisors, Student Success Office, Office of Indigenous Relations, Affiliated Colleges, other UW staff and faculty, etc. Externally, the MHCM works with community resources to assist in the development and enhancement of student health, psychological wellness, and personal and community safety (e.g., Waterloo Regional Police, Grand River Hospital, other hospitals in and out of region, Mobile Crisis Services, Canadian Mental Health Association Waterloo, Here 24/7 etc.).
- **Level of Responsibility:** Responsible and accountable to a Manager of Counselling Services for appropriate clinical service provision. Performs a critical function in risk assessment, follow up and continuity of care for clients seeking mental health support. There are no direct reports to this position, however supervision of student placements may be required.
- **Decision-Making Authority:** Makes decisions concerning best practice in providing individual interventions for at-risk and high needs students, staying abreast of best practices in the field of case management while prioritizing intervention and follow up with students.

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- **Physical and Sensory Demands:** Minimal physical demands typical of a clinical and administrative position operating within an office environment. Moderate sensory demands typical of providing mental health care.
 - **Working Environment:** This role is exposed to stress and pressure associated with clinical and administrative responsibilities. This role involves moderate psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions including exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable, or unpredictable. There may be unusual hours or schedules, irregular and/or high volumes of responsibilities, and multiple and/or tight deadlines beyond one's control. As well, the SCSM may experience interruptions as well as last minute requests with short delivery deadlines and high service demand.