

Position: Emergency Room Diversion Case Manager	Union/Non-Union: OPSEU 2025-238
Hours of Work: 70 hours biweekly, 8:30am-4pm	Hourly Rate: \$39.16 - \$50.77
Reports to: Manager of Mental Health Services	Location: Lanark County & Smiths Falls
Job Status: Temporary, Full Time	Closing Date: October 29, 2025

About Lanark County Mental Health:

Lanark County Mental Health (LCMH) is a dynamic community-based organization dedicated to supporting individuals facing mental health and substance use challenges within Lanark County. As an integral part of the Perth and Smiths Falls District Hospital, LCMH operates with a strong commitment to providing comprehensive care. Our organization is structured around a multidisciplinary approach, fostering collaboration among dedicated teams that deliver both community-based and crisis services. We are proud to embrace a Stepped Care framework, ensuring the provision of evidence-based interventions tailored to individual needs.

At LCMH, we uphold a set of core cultural values that underpin our work: trust, transparency, respect, and communication. These values serve as the foundation for all our interactions, promoting a supportive and inclusive environment for our staff and clients alike. With a clear vision for the future, our organization places strategic emphasis on the following key areas: Access, Service Expansion, Partnerships, and System Integration. By prioritizing these aspects, we strive to continually enhance our services and contribute to a robust and integrated mental health ecosystem.

About the Position:

The Emergency Room Diversion Case Manager works as a member of a multi-disciplinary team and is responsible for providing short-term (up to 6 weeks) case management services to transitional-aged youth and adults and adults who are experiencing mental health and/or substance use concerns and have presented to the Emergency Department. This position works in close partnership with Emergency Departments and Crisis Services to provide assessment, coordinated care plan development, intervention, supportive counselling, service coordination and brief follow-up. The Emergency Room Diversion Case Manager is responsible for providing timely services, with no waiting list.

All services are provided in accordance with the mission, vision, values and established protocols of LCMH and PSFDH.

Minimum Qualifications:

- Three years relevant experience providing services to individuals who live with a serious mental illness, preferably in a community setting.
- University Degree in a health-related discipline.
- Certification in First Aid and CPR an asset.
- Applied Suicide Intervention Skills Training (ASIST) an asset.
- Experience working within a case management model, preferred.
- French Language proficiency considered an asset.

Knowledge, Skills and Abilities:

- Knowledge of and ability to apply discipline specific principles and practices to individuals who live with a serious mental illness, within a client-centred approach.
- Demonstrated in-depth knowledge of mental health symptoms, issues, psychotropic medications and associated side effects.
- Knowledge of issues related to addictions an asset.
- Knowledge of and the ability to incorporate best-practices in community support for individuals living with a serious mental illness.
- Demonstrated assessment and crisis intervention skills with broad knowledge of emergency mental health and crisis stabilization.
- Demonstrated advanced clinical reasoning and decision-making skills.
- Ability to effectively utilize community resources and supports to meet the needs of individuals.
- Ability to work under pressure within a changing environment.
- Working knowledge of the Health Care Consent Act, Mental Health Act, Personal Health Information Protection Act, and other relevant legislation.
- Excellent communication and interpersonal skills in order to effectively engage community services and individuals, increasing awareness of services.
- Well-developed problem-solving, prioritization and conflict resolution skills.
- Ability to work autonomously as well as collaboratively in a multidisciplinary team environment.
- Basic proficiency in computer skills; MS Office & CRMS preferred.
- Must possess a valid Ontario Driver's License and have regular access to a reliable vehicle and provide proof of \$2,000,000 vehicle insurance. Incumbent may be required to transport clients.
- Required to provide a satisfactory criminal reference check (CRC) with Vulnerable Sector Screening prior to hire.

How to apply: Please submit a resume and cover letter to HR@psfdh.on.ca.

Be advised that the Perth and Smiths Falls District Hospital has a vaccination policy located on PDMS. Proof of vaccination will be required as a condition of employment, subject to exemptions contained in the policy.

Perth and Smiths Falls District Hospital is an equal opportunity employer committed to meeting needs under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code. Our recruitment process follows the Accessibility for Ontarians with Disabilities Act in order to provide a fair and equitable process for all candidates. Applicants requiring accommodation through the recruitment/interview process are encouraged to contact the Human Resources Department at 613-283-2330 ext. 1132 for assistance.

We thank all interested candidates for their response, however, only those chosen for an interview will be contacted.