

The Mental Health Consultant is a key role in our overall morbidity strategy for mental health claims. The Mental Health Consultant will share their expertise to enhance the confidence and competencies of both case management and disability intervention team members. The Mental Health Consultant will make recommendations with the goal of high quality customer service/proactive claims management resulting in return to work/shortened duration of mental health claims.

This role requires Reliability Status security clearance: This is a personnel security status that is required before an employee can gain access to Protected B information, assets or work sites as outlined by the [Government of Canada](#) website.

The scope of the role will include individual mentoring, group mentoring, presentations and consulting on mental health claims. Through rich discussion and sharing of knowledge, the Mental Health Consultant will coach and support development of enhanced functional assessment, planning, implementation, communication, and critical analysis skills.

While the primary audience for mental health mentoring is Case Managers, mentoring of Rehabilitation Consultants may also occur. Mental health consulting will include responding to questions from case management and DIS regarding functional abilities, treatment plans, impacting factors, communication techniques, development of telephone interview questions and medical questionnaires, as well as recommendations on the effective use of tools and interventions. The Mental Health Consultant will also connect with health care providers, as appropriate.

This is an exciting opportunity for an innovative, forward-thinking individual with broad knowledge and expertise in mental health and complex case management, excellent communication and collaboration skills, and a commitment to coaching and developing others.

Key Responsibilities:

- Provide individual and group mentoring
- Create and deliver group training sessions related to mental health topics

- Consult on mental health claims through file reviews and discussions
- Provide a written response to questions within a standard turnaround time
- Promote effective use of tools and interventions
- Engage in telephone communication with health care providers as needed
- Remain current in new developments in MH, complex claims management, use of tools, etc.
- Partner with the Best Practice team and other internal partners to provide input and expertise in evaluating new tools and services related to MH.
- Demonstrate our core People principles: Lead at all levels, Be adaptable, Be the best in your role, Support a psychologically healthy workplace

Qualifications and Competencies:

- Full bilingual fluency English and French - an absolute requirement.
- Post-secondary degree in psychology, social work, or related degree is required
- At least 3 years of experience working in disability case management and/ or intervention services
- Demonstrated skill and track record in resolving complex mental health claims
- Demonstrated experience in providing mentoring and consulting on complex mental health claims
- Strong analytical, critical thinking and creative problem-solving skills with experience and expertise in seeking solutions outside existing boundaries
- Demonstrated superior collaboration and conflict resolution skills to foster an environment that promotes learning and exchange of knowledge and willingness to try new strategies, approaches, and tools
- Clear and concise written and verbal communication
- Demonstrated experience providing educational or training sessions is an asset
- Comfortable using technology such as Word, Excel, Power Point, Teams and Outlook
- Demonstrated organizational skills to achieve required results

- Self-starter and experience working effectively in a team environment
- Excel within a Purpose and Vision driven work environment