



3. *Case Management and System Navigation:*
  - Provide case management and system navigation, including facilitating linkages to appropriate services, supports and community resources.
  - Is knowledgeable about community and the resources available, especially in the areas of Crisis services, Mental Health and Long-term care.
  - Assists the referring physician/health care providers with referrals to secondary and tertiary health care centres
4. *Patient- centred care:*
  - Involve patients in decisions about their own health, promotes and support patient self-management
  - Communicate effectively with patients, team members and external agencies involved in the patient circle of care.
5. *Education/Advocacy:* Provide assistance in navigating service delivery networks to find required resources, and advocate for patient access to needed resources.
6. Collaborate on the *design and delivery of patient education programs.*
  - Develop and deliver health promotion and psycho-education related to the prevention of mental health problems.
7. Assist in *monitoring and evaluating* the success in achieving program objectives.
  - Participate in data management and measurement of quality improvement indicators of patient outcomes;
  - Communicates results of measurements that are easy to use and understand, looking for patterns that could assist with improvement.
8. *Administration:*
  - Collect and document accurate and comprehensive patient-related information in the Electronic Medical Record (EMR) including patient history, assessments, interventions and care plans.
  - Prepare quarterly service reports for the Ministry of Health and Long Term Care.
9. *Teamwork and collaboration:*
  - Work with team to develop collaborative approaches for mental health services in primary care.
  - Actively participate in staff, team and program development meetings as appropriate
  - Participate in the education of other health professional students.