
COLLEEN DAVIES MSW, RSW

Information and Referral Coordinator, AXIS Family Mediation Inc.

Guelph Court Office, Ontario and Superior Courts of Justice, 74 Woolwich Street, Guelph, ON, N1H 3T9,
Tel: 519-824-4100 x218

Waterloo Regional Courthouse, Superior and Ontario Courts of Justice, 85 Frederick Street, Kitchener,
ON, N2H 0A7, Tel: 519-741-3200 x3174

EDUCATION

Paralegal, Graduate Certificate Program, Conestoga College, Kitchener, ON, 2015

- Ethics and Professional Responsibility
- Advocacy
- Communication
- Administrative Law
- Alternative Dispute Resolution
- Legal Research Writing
- Torts and Contract Law

Masters of Social Work, Wilfrid Laurier University, Waterloo, ON, Concentration in clinical work with
Individuals, Families, Groups, 2002

- Ethical Thought and Reflexive Practice
- Social Policy and Social Justice
- Advanced Social Work Practice with Individuals
- Advanced Social Work Practice with Families
- Advanced Social Work Practice with Groups
- Integrating Theory and Practice

Certificate in Conflict Management and Mediation, Conrad Grebel University College, Waterloo, ON,
2014-ongoing

- Organizational Conflict Approaches
- Effective Communication Tools: Negotiation and Challenging Conversations

Bachelor of Arts, Women's Studies, Wilfrid Laurier University, Waterloo, ON, 1999

Bachelor of Arts, Sociology and Anthropology, Wilfrid Laurier University, Waterloo, ON, 1997

PROFESSIONAL EXPERIENCE

Social Worker/Case Manager, Cambridge Memorial Hospital

- Delivering clinical transitional support to individuals with complex mental health issues being discharged from the schedule 1 inpatient unit or diverted from psychiatric emergency services

- Provided case consultation to health care team including psychiatrists related to issues of mental capacity, at risk patient situations, and consultation of same to family members and community service providers
- Developed effective relationships and partnerships with many community agencies on behalf of the program and clients, including community mental health support services, social housing, legal aid, Ontario Works, Ontario Disability Support Program among others
- Development and facilitation of therapy groups including cognitive behavioural therapy, dialectical behavior therapy, mindfulness meditation, all based on psychosocial recovery principles
- Orientation and mentoring new staff to programming and principles of new hospital service and developing and creating effective working relationships with existing hospital inpatient and outpatient mental health services

Social Worker, St. Joseph's Health Centre Guelph

- Delivered clinical social work services to individuals, families, and groups within the Health Centre, including the Rehabilitation, Complex Continuing Care, and Long Term Care
- Provided case consultation to program administrators and health care teams related to issues of vulnerable adults, seniors and mental incapacity, working closely with capacity assessors
- Effective in discharge planning and liaising with community support services, housing, long term care and alternative inpatient programs, developing strong relationships with community partners and service providers
- Participation in multi-disciplinary rounds planning for effective treatment and discharge within the rehabilitation, complex continuing care and functional enhancement units
- Facilitated and organized family meetings with care team related to change in program status, change in physical function, need for alternate care planning, advanced care directives

Resource Case Manager, Waterloo Wellington Community Care Access Centre

- Proven advanced skill with clinical decision making, determining assessment priority, risk management, crisis assessment and follow up over the telephone
- Organized workload of over 200 clients, managing time effectively to meet constantly changing deadlines and case management priorities
- Active in the development and evaluation of policies, protocols, and procedures to improve client care and promote efficient utilization of resources
- Excellent problem solving, team building, communication and conflict resolution skills with CCAC clients, hospitals, doctors, referring sources, community partners

Mental Health Case Manager, Grey Bruce Community Mental Health Team

- Provided brief mental health counseling to individuals, families with a variety of mental health issues
- Completed comprehensive intake assessments, assigning priority of need for mental health intervention over the telephone
- Proficient in assessing and determining risk factors in relation to mental health crises insuring appropriate follow up prioritizing vulnerable adults with mental capacity concerns at risk
- Functioned effectively as a team member in a multi-service mental health community, including inpatient and outpatient healthcare resources

Social Worker; Forensic Services, Brockville Psychiatric Hospital, Brockville, ON

- Researched comprehensive assessments of hospital inpatients/outpatients, as part of hospital report presented to Ontario Review Board hearings for Not Criminally Responsible patient's yearly disposition hearings
- Scheduled intensive case management services for client caseload of over 45, organizing discharge planning for hospital inpatients meeting conditions of discharge legally required by Ontario Review Board judges
- Facilitated brief counseling to individuals/families/groups on issues related to recovery from acute and long standing mental illness

PROFESSIONAL MEMBERSHIPS

- Ontario College of Social Workers and Social Service Workers, Registered Social Worker
- Ontario Association of Social Workers
- Paralegal Candidate, Law Society of Upper Canada