



## CERTIFICATE IN MENTAL HEALTH CASE WORK

### DESCRIPTION OF CERTIFICATE

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The *Certificate in Mental Health Case Work* equips professionals with the essential knowledge and practical skills to support individuals living with mental health challenges. Through five days of focused, experiential learning, participants explore key themes in mental health awareness, trauma-informed practice, and client-centred communication.

The *Certificate in Mental Health Case Work* emphasizes empathy, safety, and professional boundaries, helping participants build the confidence to navigate complex client situations while maintaining their own well-being. Whether you work in health care, social services, education, or community programming, this training provides tools to strengthen understanding, compassion, and effectiveness when supporting individuals in mental-health-related contexts.

Each module blends applied knowledge, real-world case practice, and guided reflection to help professionals integrate best practices directly into their daily work.

### WHY TAKE THIS CERTIFICATE?

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Professionals in mental health and social support roles frequently face complex, emotionally charged situations that require both compassion and structure.

The *Certificate in Mental Health Case Work* offers an opportunity to:

- Deepen understanding of mental health and trauma-informed approaches.
- Strengthen communication, empathy, and de-escalation skills.
- Improve confidence when supporting clients in distress or crisis.
- Develop personal strategies for resilience and boundary management.
- Apply evidence-based principles directly to real-world case work.

Participants emerge better equipped to foster trust, empowerment, and stability in the lives of those they serve while enhancing their own professional capacity.

## CERTIFICATE STRUCTURE

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Participants complete six modules over four days (24 hours total). Module lengths are flexible, provided all six are finished within the four-day period. Each module combines instructor-led training, interactive discussion, and applied learning activities.

Brief coursework between modules will support learning and skill improvement.

## COURSE OVERVIEW

### *Dealing with Difficult Clients*

#### *– Conflict Resolution and De-escalation*

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Develop the skills to manage challenging interactions with empathy and confidence. Learn to recognize escalating situations, apply de-escalation techniques, and maintain professionalism under pressure while protecting personal safety and client dignity.

### *Anxiety and Depression*

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Understand how anxiety and depression influence thoughts, behaviours, and relationships. Gain awareness of symptoms, communication strategies, and support approaches to foster confidence in working with affected clients.

### *SafeTALK: Suicide Alertness*

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An internationally recognized workshop preparing participants to identify and respond to suicide risk. Through interactive practice and guided discussion, learn to start conversations, connect individuals to help, and contribute to community safety.

### *Implications of Abuse and Trauma*

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Examine how experiences of abuse and trauma shape a person's behaviour and engagement with support systems. Learn to recognize trauma responses, maintain boundaries, and respond to disclosures with professionalism and care.

### *Trauma-Informed Care*

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Discover principles of trauma-informed care and how to apply them within case management. Foster safety, empowerment, and collaboration in every client interaction by shifting from “What’s wrong with you?” to “What happened to you?”

### *Self-Compassion and Self-Care*

#### *– Mental Health Awareness for Case Workers*

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Explore strategies for emotional resilience and maintaining wellness in demanding environments. Learn tools for stress management, setting boundaries, and cultivating self-compassion to enhance professional effectiveness.

