



## POSITION DESCRIPTION

<b>POSITION TITLE:</b> Crisis Stabilization Unit Practitioner	<b>DEPARTMENT:</b> Mental Health & Addictions
<b>CLASSIFICATION:</b> Community Mental Health Worker IV	<b>APPROVED BY:</b> Regional Lead- Community & Continuing Care
<b>UNION:</b> MGEU Professional Technical	<b>DATE APPROVED:</b> June 12, 2017

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Manager, Health Services – Mental Health & Addictions

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

Reporting to the Manager, Health Services, the Crisis Stabilization Unit Practitioner is responsible for admissions, assessments, and development of treatment plans for individuals admitted to the Crisis Stabilization Unit in psychosocial or mental health crisis. The incumbent is responsible for crisis intervention, resolution of crisis, including formulation of discharge planning and documentation.

The incumbent works directly with clients, their families and caregivers and provides psychological education, acts as a role model and clinical resource and aids clients with their mental health recovery goals.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Adheres to all Mental Health program policies and procedures and ensures that program goals and service standards are met.
- Assesses crisis and severity of risks through crisis intervention skills and techniques; collaborates with the Crisis Stabilization Unit Attendant to stabilize the crisis situation.

- Participates in the development, implementation and evaluation of individualized client treatment plans using approved outcome measurement and other tools in order to aid the client achieve their recovery goals and to return to a pre-crisis level of functioning prior to discharge.
- Establishes and promotes a therapeutic relationship and incorporates recovery principles in service provision.
- Advocates for client/family with respect to social, financial, emotional and clinical issues, as necessary.
- Applies behavioral interventions with clients of the Crisis Stabilization Unit, who are verbally and or physically aggressive, as well as individuals who are acutely suicidal.
- Participates in peer consultation as well as consultation with on-call psychiatry in order to resolve highly complex and sensitive client issues and difficult problems.
- Collaborates with client and Mental Health program colleagues in discharge/transition planning and follow-up.
- Maintains documentation and clinical records as per program requirements.
- Uses and coordinates the resources of all health professionals involved with client care at the Crisis Stabilization Unit and make appropriate referrals to agencies, linking clients to community resources prior to discharge from the Crisis Stabilization Unit.
- Maintains knowledge of community services and relevant resources for clients at the Crisis Stabilization Unit during their stay and after discharge.
- Develops and maintains liaison between the Crisis Stabilization Unit and Southern Health-Santé Sud programs, services, and community stakeholders.
- Participates with other multi-disciplinary team members in problem solving clinical issues.
- Provides support to the Crisis Stabilization Unit and Mobile Crisis Response Service including relief; assisting with client services; answering the phone lines; assisting callers and redirecting calls as required as well as various office functions to facilitate the administration of client care.
- Acting as a resource, provides leadership and direction, as required, to Crisis Stabilization Unit Attendants and Crisis Response Assistants, including establishing work priorities, schedules, and delegating work assignments.
- Demonstrates honesty, integrity and professional ethics. Uses appropriate tools and resources to resolve professional and ethical issues.
- Prepares and serves meals in accordance with the Provincial Government of Manitoba, Food Safe Level I.
- Acts as a resource to other disciplines, health care agencies/facilities and organizations in the management of psychiatric clients and/or clients in psychosocial or mental health crisis; in the appropriate evidence-based interventions for clients with co-occurring substance use and mental health disorders; and for the management and assessment of clients exhibiting aggressive behavior.
- Participates in team meetings, case reviews/conferences as assigned.
- Participates in policy and procedure review, program evaluation and service outcome measurements.
- Participates in orientation of new staff within the crisis program to ensure safe and appropriate service delivery at all times.
- Actively participates in regular Performance Evaluations with Regional Manager - Crisis Services to strengthen personal and professional capacity.
- Assumes personal responsibility for professional development in the ongoing development of skills and abilities.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews

- as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

### **PERFORMANCE MEASUREMENTS**

1. Successful completion of probation.
2. Performance appraisals.
3. Performance is measured against the above-identified essential functions and basic duties.
4. Performance contributing to a respectful workplace, Southern Health - Santé Suds' mission, vision, core values, policies and procedures.

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### **QUALIFICATIONS**

#### **EDUCATION/CERTIFICATION:**

- Graduate of an accredited post-secondary education in Health Related Social Sciences (e.g. BSW, BScMH, BScPN, BN, RPN) with a minimum of two (2) years supervised counseling experience.
- Active license and registration to practice as required by professional association and provincial legislation.
- Certificate in Non-Violent Crisis Intervention.
- Certificate in Applied Suicide Intervention Skills (ASIST).
- Food Handler Certificate.

#### **KNOWLEDGE REQUIRED:**

- Knowledge and understanding of all aspects of the mental health system including acute in-patient, psychosocial rehabilitation and community mental health.
- Knowledge of mental health self-help organizations: co-occurring mental health and substance use disorders; and consumer and family engagement principles.
- Knowledge of the Mental Health Act, Vulnerable Person's Act, Child and Family Services Act, Protection of Person's in Care Act, Personal Health Information Act.
- Knowledge of evidenced-based therapeutic counseling models and approaches.
- Knowledge of mental health issues, including signs and symptoms of mental illness.
- Knowledge of cultural diversity and practices of the population to be served.
- Knowledge of available resources for treatment and follow up for mental health crisis situations.
- Knowledge of commonly used psychotropic medications.
- Proficiency with MS Office suite of programs.

#### **EXPERIENCE REQUIRED:**

- Experience working in the addictions, crisis and/or community mental health field.
- Experience and ability to complete mental health assessments including suicidality and crisis intervention.

#### **SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated effective oral and written communication skills.

- Demonstrated self-awareness as a Clinician and the impact of self within the therapeutic relationship.
  - Demonstrated strong interpersonal and organizational skills.
  - Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
  - Demonstrated ability to meet the physical and mental demands of the job.
  - Good work and attendance record.
  - Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
  - All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
  - Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.
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**WORK CONDITIONS:**

- May provide service to clients exhibiting challenging behaviors.
  - No hazardous or significantly unpleasant conditions.
  - May work occasional days, evenings and weekends as necessary.
  - Will be required to travel to other regional facilities as the position duties as necessary.
  - Will make decisions within the parameters of the program as assigned and according to safety procedures.
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**SALARY SCALE:**

As per MGEU Professional Technical Collective Agreement Salary Scale.

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*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*