



## POSITION DESCRIPTION

**POSITION TITLE:** Crisis Clinician - Mental Health      **DEPARTMENT:** Mental Health & Addictions

**CLASSIFICATION:** Community Mental Health Worker IV      **APPROVED BY:** Regional Lead-Community & Continuing Care

**UNION:** MGEU Professional Technical      **DATE APPROVED:** 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 Clinician – Mental Health is responsible for providing timely professional crisis intervention services to clients, their families and care givers, who are seeking urgent mental health services within the region.

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 care standards are met.
- Responds to crisis calls, assesses crisis and severity of risks and any protection concerns.
- Develops intervention plans to alleviate the crisis and aids the client regain control of the situation or locate to a safe environment.
- Completes mental status assessment using approved tools.
- Dispatches crisis team or mobilizes other resources, including internal and external personnel, to resolve the crisis situation for client safety.
- 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 direction to crisis 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.
- Provides crisis intervention and counseling as required based on assessed client needs.
- Provide ongoing mental health services follow up as identified in the client care plan.
- Maintains effective working relationships with outside agencies such as RCMP, acute care emergency departments and mental health treatment facilities.
- Ensures effective communication of the care plan to the client and family (as appropriate).
- Evaluates the effectiveness of therapeutic interventions through approved outcome measurement tools.
- Maintains documentation and clinical records as per program requirements.
- Provides teaching and/or counselling to individuals and families to develop and engage in effective self-care and self-responsibility.
- 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.
- Communicates client and program issues and needs to manager and/or other mental health program staff on a timely basis, and facilitates communication with other health professionals i.e. physicians, psychiatrist, etc.
- Meets regular reporting requirements, including statistical data gathering and other information; notifies manager of critical situations that impact the health/safety of clients.
- Participates in team meetings, case reviews/conferences as assigned.
- Participates in policy and procedure review as required.
- 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 the Manager, Health Services – Mental Health & Addictions to strengthen personal and professional capacity.
- Assumes personnel 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).

### **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.

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**SALARY SCALE:**

As per MGEU Technical Professional 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.*