



POSITION DESCRIPTION

POSITION TITLE: Crisis Worker	DEPARTMENT: Mental Health & Addictions
CLASSIFICATION: Activity Instructor (AI2)	APPROVED BY: Regional Lead – Community & Continuing Care
UNION: CUPE Community Support	DATE APPROVED: May 4, 2018

REPORTING RELATIONSHIPS

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

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Manager, Health Services and under the day-to-day operational leadership and direction of the Crisis Stabilization Unit Practitioner or Crisis Clinician, the Crisis Worker is responsible for providing crisis intervention and supportive services to individuals in mental health or psychosocial crisis and their families and care givers as required, to ensure timely professional crisis intervention for those 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.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

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

- Adheres to all Mental Health program and Crisis Response Services policies and procedures and ensures that program goals and service standards are met.
- Assists the Crisis Stabilization Unit Practitioner in welcoming clients to the unit and ensures that a search of belongings is completed and the client is oriented to the unit in a timely fashion.
- Assists the Crisis Clinician in providing responses to crisis calls, including assessment of the severity of risk and developing interventions to address risk and protection within the care plan that will alleviate the crisis to the point where the client is in control of the situation or in a safe environment.
- Completes the Intake form and assists in the identification of appropriate treatment and counselling services as required.

- Documents in the health record, all pertinent information in a clear and concise manner and in accordance with the required format, policies and legal guidelines.
- Assists the Crisis Stabilization Unit Practitioner and/or Crisis Clinician during a crisis intervention in an assertive, timely fashion in order to control the situation and reduce risks.
- Provides support to the client and identifies areas where additional or different support may be required, as directed by the Crisis Stabilization Unit Practitioner and/or Crisis Clinician.
- Monitors clients for changes in their mental status and consults with the Crisis Stabilization Unit Practitioner regarding any changes in client behavior or required changes in the intervention process.
- Determines, in collaboration with the Crisis Stabilization Unit Practitioner or Crisis Clinician, the appropriate action to ensure safety of the client and those around them (i.e. hospital admission, on-call psychiatry).
- Facilitates problem solving techniques with the client.
- Submits regular reports as required, including statistical information, and notifies the Manager, Health Services – Mental Health & Addictions of any critical situations that may impact the health/safety of clients.
- In conjunction with the Crisis Stabilization Unit Practitioner and/or Crisis Clinician, responds to inquiries from referral sources and clients potentially requiring admission to the Crisis Stabilization Unit.
- Establishes and promotes a therapeutic relationship and incorporates the principles of the recovery model in service provision.
- Prepares and services meals in accordance with the Provincial Government of Manitoba, Food Safe Level I, a sanitation program for Food Handlers and other procedures as outlined.
- Under the direction of the Crisis Stabilization Unit Practitioner or Crisis Clinician, assists with the facilitation of groups, teaches individuals and families to engage in self-care and self-responsibility.
- Assists the Crisis Stabilization Unit Practitioner in discharge planning.
- Assists the Crisis Clinician by documenting completed mental status assessment using approved tools.
- Participates in the documentation process and ongoing revision of the client care plan through observation, assessment and gathering relevant client information.
- Assists the Crisis Stabilization Unit Practitioner and/or Crisis Clinician to ensure the client and family (or informal supports) are aware of, and have written information about resources as required.
- Follows communication protocols and procedures each shift.
- Communicates pertinent client /program issues and needs to the Crisis Stabilization Unit Practitioner, Crisis Clinician and Manager, Health Services – Mental Health & Addictions as required.
- Communicates with other health care professionals, RCMP, acute care emergency departments and mental health treatment facilities.
- Participates in team meetings, case reviews, in-services and staff development in the ongoing development of skills and abilities and supervision with the Manager, Health Services – Mental Health & Addictions.
- As a team member, provides support to both the Crisis Stabilization Unit and Mobile Crisis Service in both relief and support capacity including but not limited to: assisting with client services, answering the phone lines, assisting callers and redirecting calls as required, documentation of all crisis calls, intervention and care delivery as per standard operating procedure ensuring that the crisis, assessment, specific interventions, plans for safety and follow-up i.e. crisis calls or community visits are included.

- Actively participates in regular performance evaluations with Manager, Health Services – Mental Health & Addictions to strengthen personal and professional capacity.
- Contributes to making the organization safe for clients, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Exhibits honesty, integrity and personal ethics and adheres to all safety and health regulations and safe work practices.
- Assists in the orientation of new staff within the Crisis Service to ensure safe and appropriate service delivery at all times.
- Performs various office functions that facilitate the smooth administration of client care and other tasks and duties as directed by the Manager, Health Services – Mental Health & Addictions.
- 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.

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 appraisal.
3. Performance will be measured against the above-identified essential functions and basic duties.
4. Performance that contributes to a respectful workplace, Southern Health - Santé Sud mission, vision, core values, policies and procedures.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Complete of High School Education, Manitoba standards.
- Completion of a recognized Community College Diploma program in Social Services, or a related health discipline.
- An equivalent combination of relevant education and experience will be considered.
- Applied Suicide Intervention Skills Training (ASIST).
- Food Handler Training Certificate Level I.
- Mental Health First Aid Training is an asset.

KNOWLEDGE REQUIRED:

- Knowledge and understanding of the mental health system including: resources, acute in patient care, psychosocial rehabilitation and community mental health delivery systems.
- Principles of crisis intervention.

EXPERIENCE REQUIRED:

- Two (2) years' mental health experience at the para-professional level, providing support services to adults with mental illness.
- Experience in the provision of crisis intervention and the application of the principles of crisis intervention.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- 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.

WORK CONDITIONS:

- Will make decisions within the parameters of the program as assigned and according to safety procedures.
- May provide service to clients experiencing challenging behaviors.
- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE:

As per CUPE Community Support Collective Agreement Salary Scale.

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.