

COMMUNITY COUNSELLING AND ADDICTION SERVICES

CRISIS WORKER *Job Description*

Job Summary

Reporting to the Director of CCAS, and based out of the Red Lake OPP Detachment, the Crisis Worker provides assessment, crisis intervention, and referral services to individuals, across the lifespan.

Working Monday through Friday from 10am-6pm, the Crisis Worker is prepared to meet with individuals in crisis at a place that is safe and conducive to a mental health intervention. Referrals may come directly from the Regional Crisis Line, the police, or the Hospital. Police “ride-alongs” are a part of the position, and joint intervention with police is required for calls outside of a partner organization.

Crisis is self-defined, and may be triggered by something within a person (e.g. an existing mental health or addictions issue), a situational breakdown in coping, and/or a specific and distressing event. The Mobile Crisis Worker uses effective assessment, problem solving, crisis management, and referral strategies to assist individuals in crisis to return to pre-crisis state.

Key deliverables of this position include timely response, crisis mitigation, collaborative care planning, the facilitation of referrals, and follow-up.

Qualifications, Skills and Abilities

- Post-Secondary Degree or Diploma in the Health or Human Services field;
- Registered as a Social Service Worker, Social Worker, Nurse, Nurse Practitioner, Occupational Therapist, or Psychotherapist in the province of Ontario, in good standing;
- Clinical knowledge and experience in the application of crisis intervention techniques (e.g. assessment, de-escalation, safety planning, resource building, etc.);
- Demonstrated understanding of factors impacting culturally safe care;
- Experience with Indigenous peoples;
- Demonstrated knowledge and understanding of how different developmental stages affect intervention;
- Awareness of specific local resources;
- Certification in the following courses is preferred: First Aid and CPR, ASIST, CPI;
- Demonstrated knowledge of relevant legislation (e.g. the Mental Health Act; Child and Family Services Act);
- Strong interpersonal and oral/written communication skills;
- Sound judgment, good observation, and client assessment skills;
- Must possess the ability to work collaboratively and in partnership with other community organizations (e.g. police, hospital, other organizations);
- Must have access to a reliable personal vehicle and a current valid class ‘G’ driver’s license, and insurance to cover transportation of clients;
- The ability to communicate in local Indigenous languages is a preference.
- Proficient computer skills including MS word, Internet and e-mail;
- A satisfactory Vulnerable Sector Screening (Police Check) report, completed within the previous six months

CRISIS WORKER <i>Job Description (continued)</i>
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Client-Focused Responsibilities

- Promptly respond to requests for service (within 30 minutes);
- Partner with Police in responding to 911 calls involving a mental health / addictions aspect;
- Coordinate collaborative police response to calls originating through the Crisis Line for interventions occurring outside of a partner organization;
- Co-intervene with partner organizations when providing crisis intervention so as to build capacity;
- Complete mental health, addictions, and risk assessments with individuals in crisis;
- Conduct wellness checks;
- Develop safety plans, as indicated;
- Provide clinical intervention with a sound knowledge of crisis intervention, recovery based practiced, severe and persistent mental health and substance use issues, developmental stages, the impact of culture, and an awareness of community resources;
- Communicate the post-intervention plan to relevant supports in the client's network;
- Provide follow-up support to individuals seen by the After-Hours Mobile Crisis Workers;
- Maintain involvement with individuals until connected with other services;
- Participate in Situation Table interventions;
- Complete patient documentation, workload measurements and data requirements in accordance with Hospital, Ministry of Health, Ontario Health North, and Community Counselling & Addiction Services expectations;
- Maintain confidentiality of all information as required by relevant legal statutes and policy.

Program Development Responsibilities

- Promote awareness of the Crisis Program;
- Upon request, represent the agency and its programs at community events;
- Participate in initial and on-going training;
- Promote good public relations and healthy community partnerships and alliances;
- Other duties as required.

Occupational Health and Safety; Patient Safety; Risk Management Responsibilities

- Work in compliance with Ontario Health and Safety Act regulations and the Hospital Health and Safety Program.
- Refrain from any activity that may endanger the health and safety of self, clients/patients or other staff.
- Be familiar with the Occupational Health and Safety Act and Regulations and processes for due diligence and reporting safety issues and ensures compliance with the Act.
- Ensure all near misses, incidents, unusual occurrences and errors are reported immediately to the Department Manager or designate and are documented according to policy. Understand and support through actions, the organization's philosophy of a blame-free risk management program.
- Assist with investigations of incidents as appropriate.
- Participate in monthly safety inspections as required.
- Participate in fire drills and disaster drills as required.
- Identify risk factors in the environment and takes prompt action to correct them and or report them to the appropriate supervisor.
- Promote personal wellness and safe working practices among all staff on the assigned shift.

I have read and understand this job description.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____