



Job Description

Position Title:	Crisis Intervention Worker		
Program Name:	Four County Crisis	Position Class:	
Reports To:	Program Manager – Crisis Intervention Services	Location:	Four County Crisis
Effective Date:		Review Date:	

Position Summary

The Crisis Intervention Worker participates as part of a team that provides timely crisis response, assessments, intervention and follow-up to clients in the counties of Haliburton, Peterborough, Northumberland, and the City of Kawartha Lakes. Responsibilities include telephone crisis prevention/intervention, supportive counseling, community outreach, and support to Safe Beds program, community liaison, and referral, mental health education to consumers, their families and the greater community.

Key Responsibilities

1. Crisis Intervention Services

- Respond to crisis telephone calls
- Conduct crisis assessment and planning with clients via telephone or in person
- Complete initial assessment of client's emotional state and/or mental health
- Perform risk assessments to determine client's level of risk of harm to self or others
- Assess need for community outreach
- Coordinate community outreach
- Complete risk assessment/environmental scan
- Develop and implement crisis action plans to resolve crises and determine clients' needs for follow up
- Make referrals to community partners, other CMHA programs, other 4CC programs
- Organize and participate in case coordination, liaison and service planning with other service providers in collaboration with the client
- Advocate on behalf of and with the client and those within their network of support
- Ensure the transfer of information at shift change



2. Documentation

- Complete formal written rationales and assessments evidencing recommendations/referrals for interventions
- Complete administrative tasks – assessments, case notes, time sheets, expense claims, time off requests etc.
- Document and maintain client records - hard copy and electronic data bases
- Proper entry of demographic and statistical data

3. Safe Beds program support

- Work with Safe Beds staff on admissions to Safe Bed program
- Provide on-site support/intervention to individuals residing in safe bed program

4. Building relationships in the community

- Liaise with hospital, police, community partners
- Participate in community outreach activities through the development of collaborative partnerships and through presentations, health/info fairs, education and visits to community agencies and services

5. Performance Management

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

6. Teamwork & collaboration

- Work as part of a multi-disciplinary team and coordinate service with community partners
- Actively participate in staff and team meetings

7. Health & Safety

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety



- Identify and report workplace and job hazards, defects and contraventions of the Act to your supervisor or employer
- Report health and safety problems to your supervisor or employer
- Notify your supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-worker, supervisor, JHSC members and others

8. Client Safety

- Adhere to CMHA HKPR client safety programs including program policies, infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

9. Other duties as assigned

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time
-

Requirements of the Position:

A: EDUCATION & TRAINING

- Successful completion of post secondary education (diploma or degree) in the social/health science disciplines, human services
- Successful completion of all mandatory training requirements, including but not limited to WHMIS, ASIST, NVCI, First Aid/CPR and CRMS
- **Assets with regard to this position:** Successful completion of a university degree in the social work or health science disciplines

B: EXPERIENCE

- Minimum of two (2) to five (5) years experience in the delivery of community supports to clients, especially within the community mental health services and/or crisis intervention fields



C: COMPETENCIES

Type of Competency	Level of Competency
Clinical	
Analytical Thinking and Decision Making	intermediate
Client Management within the Community –	intermediate
Client Supports	intermediate
Commitment to Continuous Learning	basic
Crisis Intervention	intermediate
Documentation	intermediate
Human Development	intermediate
Mental Health/Concurrent Disorder/Dual Diagnosis	intermediate
Pharmacology	basic
Screening and Assessment	intermediate
Service Planning	intermediate
Substance Use/Addictions	intermediate
Behavioural	
Adaptability and Flexibility	intermediate
Collaboration	intermediate
Communication	intermediate
Diversity	intermediate
Ethics	intermediate
Interpersonal	intermediate
Professionalism	intermediate
Teamwork and Multidisciplinary Approach	intermediate
Functional	
Analysis and Problem Solving	intermediate
Knowledge of Community Resources	intermediate
Organization and Planning	intermediate
Record and Information Management	intermediate
Technical (Computer Skills)	intermediate

D: OTHER

- Valid driver's license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

