



Position Description

Position Title	Crisis Safe Bed Worker – Full-time, Part-time & Relief		
Program Name	Crisis Safe Beds	Position Class	SVG 6
Reports To	Crisis Safe Bed Manager	Location	Off site
Effective Date	Draft – July 2016	Review date	

Position Summary

This position resides within an integrated team of individuals who work closely together in a residential setting to provide crisis intervention, coping strategies, illness and medication management and education, connections to community services, and support to individuals affected by mental illness, addictions, trauma and crisis.

This program runs 24/7, 365 days a year – the requirements are for staff to have the flexibility and availability to work day, evening and overnight shifts, weekends, public and statutory holidays.

Key Responsibilities

Mental Health Supports

- Provide intensive short-term support, crisis intervention and service coordination in a residential setting to Safe Bed clients
- Ongoing assessment of individual client needs and level of support required throughout the clients Safe Bed stay
- Assist with emotional well-being of clients – behavioural, mental health and physical issues
- Education regarding crisis, medication, and illness management
- Advocate on behalf of, and with the client and those within their network of support
- Liaise with other staff and community partners as necessary with respect to individual client needs
- Develop individual goal plans, crisis plans, and post stay plans with clients
- Promote positive and supportive attitudes toward people who have experienced mental health problems



Residential and Client Supports

- Observe, assess and record client activities
 - Promote client strengths through the application of psychosocial rehabilitation principles
 - Assist with the planning and implementation of services that promote life skills and social skills
 - Develop and promote programs and activities to empower clients to work towards their goals
 - Provide clients with crisis intervention and support
 - Provide coaching and skill teaching to clients within a residential setting
 - Assist individuals with medications – teaching, prompting, monitoring
 - Assist and encourage residents with ADLs
 - Grocery shopping
 - Budgeting
 - Personal hygiene products/skills
 - Laundry
 - Meal planning/preparation
 - Assist with obtaining identification such as health cards, housing, furniture, clothing etc.
 - Cleaning
 - Meal Preparation
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- Staff are responsible for all household duties: meal preparation, cooking, cleaning, grocery shopping, laundry, sanitizing bedrooms and washrooms, garbage disposal, etc.

Collaboration and Team Work

- Maintain professional conduct, boundaries and ethical standards
- Attend monthly Team/staff meetings

2. Documentation and Program Statistics

- Ensure documentation is accurately recorded in a timely manner
- Update client records –
 - CRMS
 - Communication Binder
 - Client binders
 - Goal Plans
 - Discharge plans
 - Length of Stay reviews
 - Correspondence



- Release of Information Forms
- OCAN
- Tracking Stats
- Safety Reports

3. Performance Management and Professional Development

- 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

4. Health and Safety – Worker Responsibilities

- 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
- 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



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- 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

5. 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

Requirements of the Position

A: EDUCATION & TRAINING

- Successful completion of post secondary education in the social/health science disciplines (diploma and/or degree)

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position

- WHMIS
- ASIST
- NVC
- First Aid/CPR
- Safe Food Handling
- CRMS
- OCAN

B: Related and Relevant Experience

- Minimum of three (3) years experience in the delivery of residential or/and community supports to clients, specifically within the mental health services and addictions, dual diagnosis, and/or crisis intervention fields



- Demonstrated understanding of the crisis theory and recovery model, crisis intervention, mental illness, psychiatric medication and the Mental Health Act
- Demonstrated ability to apply a person centered, trauma and concurrent informed approach to care
- Strong conflict resolution and crisis intervention abilities
- Good assessment skills, sound judgment and decision making skills
- Strong observation and active listening abilities
- Flexible with demonstrated ability to work independently, as well as collaboratively with the Crisis team and management
- Excellent interpersonal and communication skills
- Solid computer and organizational skills

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	Basic
Mental Health/Concurrent Disorder/Dual Diagnosis	Basic/Intermediate
Pharmacology	Basic/Intermediate
Screening and Assessment	Basic/Intermediate
Service Planning	Basic/Intermediate
Substance Use/Addictions	Basic/Intermediate
Behavioural	
Adaptability and Flexibility	Intermediate
Collaboration	Intermediate
Communication	Basic/Intermediate
Diversity	Basic/Intermediate
Ethics	Basic/Intermediate
Interpersonal	Intermediate
Professionalism	Intermediate
Teamwork and Multidisciplinary Approach	Intermediate



Functional	
Analysis and Problem Solving	Basic/Intermediate
Knowledge of Community Resources	Basic
Organization and Planning	Basic/Intermediate
Record and Information Management	Basic
Technical (Computer Skills)	Basic

D: OTHER

- Satisfactory police records search and vulnerable sector screening
- Valid driver’s license
- Satisfactory references

E: WORKING CONDITIONS

- Works primarily in a residential/group home setting, in the community
- Work directly with individuals living with mental illness, Dual Diagnosis, acquired brain injury, Fetal Alcohol Spectrum Disorder (FASD) and/or concurrent disorder, who experience crises, instability and various levels of functioning, and who may be in conflict or are at risk of coming in conflict with the criminal justice system
- Required to work rotating shifts – days, evenings, nights and weekends, public and statutory holidays to meet program needs
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Works in a stressful environment where there are mental and emotional demands
- On occasion there is a high volume of work as well as the unpredictable
- Work environment may consist of noise, odors and/or body fluids

Employee Name (Please Print)

Employee Signature

Date