



POSITION DESCRIPTION

Position Title:	Family Education & Support Worker -Assertive Outreach Suicide Prevention		
Program Name:	Four County Crisis (4CC)	Position Class:	6
Reports To:	Tracy Graham- Program Manager	Location (Work Site):	4CC/PRHC
Effective Date: December 2016		Review Date: December 2016	

Position Summary:

The Assertive Outreach Suicide Prevention Program (AOSPP) provides intensive brief services to individuals who have been treated for suicidal behavior and who are considered to be at significant risk for repeated or ongoing suicidal behavior. The AOSP Program carries out these duties as a member of a multi-disciplinary team, working in partnership with Peterborough Regional Health Centre (PRHC) and Four County Crisis (4CC) to identify appropriate referrals. The Family Education and Support Worker provides direct service to family members, collaborating with the AOSP Case Manager, providing education and support to caregivers, individuals and groups

Key Responsibilities (Activities)

1. Client Supports

- Provide supports to caregivers to assist them in supporting their family member who is at risk of ongoing suicidal behavior
- Enhance understanding and provide appropriate information about mental health and suicide
- Completion of safety plans with clients and caregivers
- From a Family Systems perspective, provide psychoeducation and support to families to help them to address their own issues related to the experience of having a family member who has attempted suicide
- Enhance understanding and provide psychoeducation to caregivers on mental health, suicide, system navigation , stress reduction and coping skills appropriate information about mental health and suicide to caregivers
- Assist caregivers in dealing with the impact of suicidal behaviors on the family
- Collaborate with the multi-disciplinary team in the delivery of supports and services
- Organize, deliver and evaluate presentations, workshops, public forums, and special events
- Contribute to the development of the Family Peer Support Worker component of the program



2. Documentation

- Ensures all client documentation is accurately recorded in a timely manner, as required by agency and program policies and procedures
- Completion of safety plans for clients
- Complete administrative tasks –e.g. time sheets, expense claims, vacation requests, training
- Complete written documentation as per individual hospital requirements
- Completion of OCAN assessments as appropriate

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

- 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



5. Client Safety

- Adhere to CMHA HKPR client safety programs, including program policies as well as 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

6. 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 and Training

- Completion of post-secondary education in the social/health sciences disciplines. A university degree is preferred.
- Demonstrated ability in crisis intervention
- **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
 - NVCI
 - OCAN
 - CRMS
 - First Aid/CPR

B: Related and Relevant Experience

Mandatory experience

- Minimum of three (3) years' experience, post-graduation, providing mental health services in human services environments for persons with serious and persistent mental illness.
- Ability to work independently and in a team setting



- Effective written and verbal communication skills

C: Competencies

Type of Competency	Level of Competency
Clinical	
Analytical Thinking and Decision Making	Basic/Intermediate
Client Management within the Community –	Basic/Intermediate
Client Supports	Basic/Intermediate
Commitment to Continuous Learning	Basic/Intermediate
Crisis Intervention	Basic/Intermediate
Documentation	Basic/Intermediate
Human Development	Basic/Intermediate
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	Basic/Intermediate
Collaboration	Basic/Intermediate
Communication	Basic/Intermediate
Diversity	Basic/Intermediate
Ethics	Basic/Intermediate
Interpersonal	Basic/Intermediate
Professionalism	Basic/Intermediate
Teamwork and Multidisciplinary Approach	Basic/Intermediate
Functional	
Analysis and Problem Solving	Basic/Intermediate
Knowledge of Community Resources	Basic/Intermediate
Organization and Planning	Basic/Intermediate
Record and Information Management	Basic/Intermediate
Technical (Computer Skills)	Basic/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



Working Conditions:

- Works in an office setting within CMHA, local hospital or Police station and in the community, and in clients' homes
- Flexible hours to meet needs of families
- Transports clients in personal vehicle
- 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. There is a high volume of work as well as the unpredictable work, life-threatening situations for others such as instances of suicide.

Approval/Revised Approval Dates:

Program Manager-Tracy Graham Date 21st December 2016

Program Director(s) _____ Date _____

Human Resources Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date