



POSITION DESCRIPTION

Position Title:	Mental Health Worker- MCIT		
Program Name:	Four County Crisis	Position Class:	7CM
Reports To:	Manager-Four County Crisis	Location (Work Site):	Peterborough County 4CC- Police
Effective Date: July 2016		Review Date:	

Position Summary:

The Mental Health Worker (MHW) is an experienced mental health clinician and an integral member of a multidisciplinary Mobile Crisis Intervention Team (MCIT) that includes police services and local hospital personnel. The MHW is responsible for crisis assessments, short-term follow up and support to individuals in crisis who may be experiencing mental health issues. Consultation/education services are provided to individuals, families, caregivers, community professionals and partners.

Key Responsibilities (Activities)

1. Client Supports

- Attend with police at police calls involving individuals who may be experiencing mental health issues or are in crisis
- Provide crisis intervention services to de-escalate immediate situation
- Assessment of the individuals mental health and needs and, assessment of risk pertaining to the clients mental health status
- Assesses, implements and develops short term evidence-based, best-practice interventions including but not limited to Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, and Motivational Interviewing, to promote improved psychological function and recovery
- Utilizes appropriate therapeutic approach and NVCI techniques when dealing with aggressive clients.
- Works from a trauma-informed and concurrent-disorder-informed approach
- Formulation and development of support plan
- Stays current on relevant legislation, best practices, treatment approaches, basic psychopharmacology and agency policies and procedures
- Advocates and makes appropriate referrals, with consent, for needed services and supports as identified in the client’s service plan
- Provide brief case management support and services in the clients place of residence, and in the community
- Provides mental health, developmental disorder, physical health and concurrent disorder information to individuals, care givers and other service providers



- Respond to requests from Peterborough Regional Health Centre Crisis Response Unit for community linkages
- Provide support to the Four County Crisis Program.

2. Documentation

- Ensures all client documentation is accurately recorded in a timely manner, e.g. consents, progress notes, service agreements, crisis plans, safety reports, risk assessments etc. as required by agency and program policies and procedures
- Completes all required program-related data collection (e.g. statistics, outcome measures, etc.) in an accurate and timely manner
- Completes all other necessary program documentation e.g. internal and external referral forms
- Complete administrative tasks –e.g. time sheets, expense claims, vacation requests, training
- Completion of OCAN assessments as appropriate

3. Community Development

- Liaise with the Hospitals, Police, community partners etc.
- Develops and promotes collaborative partnerships with other service providers, agencies and community partners
- Maintains positive and effective working partnerships with Police, hospital staff and community partners
- Participate in community outreach activities through the development of collaborative partnerships and through presentations, education and visits to community agencies and services as appropriate

4. 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

5. 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

6. 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

7. 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

Mandatory Education and Training

- Completed university degree in the social work or health science disciplines, Masters level preferred;
- Demonstrated ability in crisis intervention
- Demonstrated ability to provide case management supports within a concurrent capable framework
- Demonstrated ability to support individuals using motivational interviewing and cognitive behavioral approaches is a strong asset
- Demonstrated ability to apply a person centered , trauma informed approach to care



- Proven ability to demonstrate sound clinical judgment with respect to complex client situations
- Formal education in the provision of human or social services and/or relevant experience (see below) is required.

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: (only select those relevant to your position)

- WHMIS
- ASIST
- NVC
- OCAN
- CRMS
- First Aid/CPR
- QAM

Assets with regard to this position:

- Completion of a Master's degree is preferred, e.g. Masters of Social Work
- Formal education in Cognitive Behavioral Therapy is preferred
- Formal education in Dialectical Behavioral Therapy or other forms of emotional regulation support is preferred
- Formal education in Motivational Interviewing is preferred
- Formal education in Concurrent Disorders is preferred
- Formal education in Trauma-Informed Therapy is preferred

B: Related and Relevant Experience

Mandatory experience

- Three (3) years' experience, working in the mental health field
- Demonstrated knowledge and skills in the provision of psycho-social assessment of individuals and families;
- Exceptional assessment and decision-making skills
- Demonstrated ability to be able to support the client holistically using the biopsychosocial model
- Demonstrated ability of successful case management experience in an interdisciplinary team environment;
- Proven ability to demonstrate sound clinical judgment with respect to complex client situations
- Demonstrated ability to maintain a professional attitude, rational detachment and a problem-solving, therapeutic approach while working with sometimes challenging clients and in stressful situations
- Demonstrated ability to effectively utilize evidence-based interventions and treatments to address mental health
- Demonstrated ability to adapt treatment modalities to use with diverse clients



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- Demonstrated knowledge and expertise in crisis intervention
- Solid knowledge of psychiatric medications
- Comprehensive knowledge of relevant legislation
- Strong knowledge of local community resources
- Demonstrated ability to broker and coordinate community resources
- Demonstrated ability to work effectively with community partners
- Demonstrated knowledge of community mental health issues
- Ability to work independently and in a team setting;
- Demonstrated ability to be flexible, manage changing priorities and make quick and sound decisions
- Demonstrated ability to work independently and the ability to be creative in order to find solutions to problems
- Superior skills required in communication, advocacy on behalf of clients, collaboration with inter-professional team, consultation with professional colleagues in community
- Demonstrated commitment to own professional development and ongoing education
- Effective written and verbal communication skills
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks;
- Demonstrated ability to complete accurate and timely documentation
- Demonstrated ability to effectively manage change on an organizational and program level

Preferred experience

- Concurrent disorder or addictions experience is preferred
- Mental Health Case Management experience is preferred
- Experience in utilizing best practice modalities (i.e. Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Motivational Interviewing, Trauma-Informed Therapy) is preferred
- Working knowledge of psychopharmacology is preferred



C: Competencies

Type of Competency	Level of Competency
Clinical	
Analytical Thinking and Decision Making	Intermediate
Client Management within the Community –	Advanced
Client Supports	Intermediate/ Advanced
Commitment to Continuous Learning	Intermediate/Advanced
Crisis Intervention	Intermediate/Advanced
Documentation	Intermediate/Advanced
Human Development	Intermediate/Advanced
Mental Health/Concurrent Disorder/Dual Diagnosis	Intermediate/Advanced
Pharmacology	Intermediate
Screening and Assessment	Intermediate/Advanced
Service Planning	Intermediate/Advanced
Substance Use/Addictions	Intermediate
Behavioural	
Adaptability and Flexibility	Advanced
Collaboration	Advanced
Communication	Intermediate
Diversity	Intermediate/Advanced
Ethics	Intermediate/Advanced
Interpersonal	Intermediate
Professionalism	Advanced
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



Working Conditions:

- Works in an office setting within CMHA, local hospital or Police station and in the community, and in clients’ homes
- Works directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions
- Works directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Works directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- 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  Date 16th January 2017

Program Director(s)  Date 16-01-2017

Human Resources Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date