



## Position Description

Position Title:	<b>Crisis Intervention Worker</b>		
Program Name:	Crisis Intervention	Position Classification:	7
Reports To:	Program Manager		
Effective Date:	July 2016	Review Date:	October 2017

### 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 C.M.H.A. programs, other 4.C.C. 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 timely, 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. Other Activities**

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

## **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, J.H.S.C. members and others

## **6. Client Safety**

Adhere to C.M.H.A. H.K.P.R. 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. Quality Assurance Measures**

- Q.A.M. does not apply to this position

## **8. 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**

At minimum, successful completion of a college diploma in the social/health science disciplines, or human services, with a specialized training in Cognitive Behaviour Therapy and Motivational Interviewing.

Successful completion a university degree in the social/health science disciplines or human services is preferred.

**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:**

- Health and Safety Training (including but not limited to the following):
  - G.H.S.
  - I.P.A.C.
  - Workplace Violence
  - A.O.D.A.
- A.S.I.S.T.
- N.V.C.I.
- O.C.A.N.
- C.R.M.S.
- First Aid/C.P.R.

### **Assets with regard to this position:**

- Certification in C.B.T., D.B.T., and motivational interviewing
- Field placement experience

### **B: Related and Relevant Experience**

#### **Mandatory experience**

- Minimum of two (2) to four (4) years' experience in the delivery of community supports to clients, especially within the community mental health services and/or crisis intervention fields



**Preferred experience**

- n/a

**C: Competencies**

See Appendix A.

**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:**

- Work in an office setting, community and clients’ homes
- Work directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Work directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions
- Required to work rotating shifts – days, evenings, nights and weekends
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Work in a stressful environment where there are mental and emotional demands. There is a high volume of work as well as unpredictable work, life-threatening situations for others such as instances of suicide

**Approval/Revised Approval Dates:**

Program Manager \_\_\_\_\_ Date \_\_\_\_\_

I have read and understood the above position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date