



Position Description

Position Title:	Crisis Safe Beds Worker		
Program Name:	Safe Beds	Position Classification:	6
Reports To:	Program Manager		
Effective Date: July 2017		Review Date: September 2018	

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, medication management and education, connections to community services, and support to individuals affected by mental illness, addictions, trauma and crisis.

Key Responsibilities

1. Mental Health Supports

- Provide intensive short-term support, crisis intervention and service coordination in a residential setting to Safe Bed clients
- Provide ongoing assessment of individual client needs and level of support required throughout the clients Safe Bed stay
- Develop individual goal plans, crisis plans, and post stay plans with clients
- Assist individuals to access/navigate community resources and supports i.e. Ontario Disability Support Program, Ontario Works, landlords, counselling, utilities, shelters, food banks, etc.
- 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
- Promote positive and supportive attitudes toward people who have experienced mental health problems



2. 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
- Maintain professional conduct, boundaries and ethical standards
- Assist individuals with medications – teaching, prompting, monitoring
- Assist and encourage residents with Assisted Daily Living
- Assist with budgeting
- Assist with personal hygiene products/skills
- Assist with obtaining identification such as health cards, housing, furniture, clothing etc.
- Responsible for all household duties: meal preparation, cooking, cleaning, grocery shopping, laundry, sanitizing bedrooms and washrooms, garbage disposal, etc.

3. Documentation

- Update client records such as: Client Record Management System (C.R.M.S.), communication binder, client binders, goal plans, discharge plans, Length of Stay reviews, correspondence, release of Information Forms, Ontario Common Assessment of Need (O.C.A.N)., statistics, Safety Reports, Integrated Assessment Report/Registry (I.A.R.)

4. Other Activities

- n/a

5. 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

6. 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 self 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 the supervisor or employer
- Report health and safety problems to the supervisor or employer
- Notify the 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-workers, supervisor, Joint Health and Safety Committee members and others

7. 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.

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

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

We recognize that completion of this training before hire is an asset, however, successful completion of the following mandatory 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):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- O.C.A.N.
- C.R.M.S.
- First Aid/C.P.R.
- Safe Food Handling
- Harm Reduction Training

Assets with regard to this position:

- n/a

B: Related and Relevant Experience

Mandatory experience

- Minimum of two 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
- Demonstrated conflict resolution and crisis intervention abilities
- Proven assessment skills, sound judgment and decision-making skills
- Demonstrated observation and active listening abilities
- Demonstrated ability to work independently, as well as collaboratively with the Crisis team and management
- Proven interpersonal and communication skills
- Demonstrated computer and organizational skills

Preferred experience

- n/a

C: Competencies

Refer to C.M.H.A. H.K.P.R Competency Matrix

D: Other

- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

Working Conditions:

- Work 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 (F.A.S.D.) 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
- 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
- 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
- Work 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

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date