



## Position Description

Position Title:	<b>Assertive Outreach Suicide Prevention Worker -</b>		
Program Name:	Four County Crisis	Position Classification:	7 C.M.
Reports To:	Program Manager		
Effective Date:	December 2016	Review Date:	November 2017

### Position Summary:

The Assertive Outreach Suicide Prevention Worker (A.O.S.P.W.) provides intensive brief services to individuals who have been treated for suicidal behavior and who are considered to be a significant risk for repeated or ongoing suicidal behavior. The A.O.S.P.W. carries out these duties as a member of a multi-disciplinary team, working in partnership with local hospitals.

### Key Responsibilities

#### 1. Client Supports

- Work closely and collaboratively with referral sources at local hospital to identify clients who require assertive follow up following a serious suicide attempt
- Attendance at weekly hospital rounds
- Provide rapid response to individuals referred
- Assess, implement and develop 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
- Work from a trauma-informed and concurrent-disorder-informed approach
- Assist individuals with development and implementation of safety plans for suicide prevention and recovery
- Stay current on relevant legislation, best practices, treatment approaches, basic psychopharmacology and agency policies and procedures
- Advocate and make 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
- Provide mental health, developmental disorder, physical health and concurrent disorder information to individuals, care givers and other service providers
- Facilitate immediate connections to short-term supports, such as family, friends, current service providers
- Assist individuals and families/caregivers with system navigation, to fill gaps in the circle of support, and to access needed services
- Act as liaison with caregivers and/or service and support providers who are involved with client to facilitate a coordinated approach to service provision, when appropriate
- Provide crisis intervention when needed
- Respond to requests from hospital's mental health services for community linkages
- Provide support to the Four County Crisis Program

## **2. Documentation**

- Completion of safety plans with clients and caregivers
- Ensure 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
- Complete all required program-related data collection (e.g. statistics, outcome measures, etc.) in an accurate and timely manner
- Complete all other necessary program documentation e.g. internal and external referral forms
- Complete administrative tasks e.g. time sheets, expense claims, vacation requests, training
- Complete written documentation as per individual hospital requirements
- Completion of O.C.A.N. assessments as appropriate

## **3. Other Activities**

- Develop and promote collaborative partnerships with other service providers, agencies and community partners
- Maintain 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, 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. 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**

Completed university degree in the social work or health science disciplines.

**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):
  - Global Hazardous System (G.H.S.)
  - Infection Prevention and Control (I.P.A.C.)
  - Workplace Violence
  - Accessibility for Ontarians with Disability Act (A.O.D.A.)
- Applied Suicide Intervention Skills Training (A.S.I.S.T.)
- Non Violent Crisis Intervention (N.V.C.I.)
- Ontario Common Assessment of Need (O.C.A.N).
- Client Record Management System (C.R.M.S.)
- First Aid/Cardiac Pulmonary Resuscitation (C.P.R.)

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

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

### **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
- Demonstrated ability to evidence understanding and experience in working with individuals with repeated suicidal behaviors and repeated suicide attempts
- Ability to evidence ability to work in potentially high risk situations
- 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
- Demonstrated knowledge and expertise in crisis intervention
- Solid knowledge of psychiatric medications
- Comprehensive knowledge of relevant legislation
- Strong knowledge of local community resources to coordinate resources and work with community partners
- Demonstrated knowledge of community mental health issues
- 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
- Effective written and verbal communication skills
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks;
- Demonstrated ability to effectively manage change on an organizational and program level



- Demonstrated ability to provide case management supports within a concurrent capable framework
- 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

### **Preferred experience**

- Concurrent disorder or addictions experience
- Mental Health Case Management experience
- Experience in utilizing best practice modalities (i.e. Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, Motivational Interviewing, Trauma-Informed Therapy)
- Working knowledge of psychopharmacology
- Intermediate to advanced minus proficiency in French

### **C: Competencies**

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

### **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 within C.M.H.A., local hospital and in the community, and in clients' homes
- Work directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions
- Work 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
- Work directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Flexible hours to meet needs of client and families
- Transport clients in personal vehicle



- 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 the 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.

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\_\_\_\_\_

Employee Signature

Date