



## Position Description

Position Title:	<b>Crisis Intervention Worker</b>		
Program Name:	Crisis Intervention Services	Position Classification:	7
Reports To:	Program Manager		
Effective February 1, 2020		Review Date:	

### Position Summary:

This position resides within an integrated team of crisis intervention services who work in a coordinated fashion to provide crisis response, intervention and follow-up to clients in the counties of Haliburton, Peterborough, Northumberland and the City of Kawartha Lakes. The Crisis Intervention Worker (C.I.W.) delivers service through telephone response, mobile visits and short-term residential support at the Safe Beds facility. Crisis Interventions may include safety assessment and planning, supportive counselling, assertive outreach and engagement, and facilitation of admissions to the Safe Beds facility. The C.I.W. supports Safe Beds residents through the delivery of care planning, education around coping strategies, symptom and medication management, connections to and coordination with community services, and discharge planning.

### Key Responsibilities

#### 1. Crisis Intervention Services

- Respond to crisis telephone calls
- Coordinate and participate in community outreach (mobile visits)
- Conduct crisis assessment with clients via telephone or in person including:
  - the nature of the crisis
  - client's emotional state and/or mental health
  - level of risk (as per agency Risk Management policies and procedures)
- Develop and implement a coordinated crisis response to resolve the crisis
- Follow up with clients where appropriate
- Assess for and address where appropriate, other non-crisis needs (e.g.: supportive counselling, information, referral to other services in the community, etc.)
- Assess, triage and coordinate access to the Safe Beds program, including transportation
- During the mobile visit, initiate a Plan of Care for their stay



- Make referrals to and coordinate services with community partners and other C.M.H.A. programs
- Advocate for and broker client access to other services and supports as needed
- Ensure appropriate and timely transfer of information to crisis team members and other supports

## **2. Safe Beds Programing and Supports**

### **Care Provision**

- Co-create, implement and refine a Plan of Care based on stated and observed needs with each client for their stay. This may include:
  - identifying client needs, goals and actions
  - drafting safety plans
  - providing supportive counselling
  - providing education and information on managing stress, crises, medication, illness, activities of daily living and positive social interaction
  - connecting and coordinating with other formal and informal supports
  - advocacy with other community resources such as O.W. and O.D.S.P.
  - transition (post-stay) planning
- Conduct daily 1 to 1 appointments with each client in order to monitor and re-assess the Plan of Care and to carry out agreed-upon tasks or functions

### **Residential Supports**

- Respond to client emotional, safety and support needs as they arise throughout their stay
- Assist individuals with medications – teaching, prompting, monitoring
- Develop and promote programs and activities to promote client self-care and wellness
- Assist clients to function within a health group dynamic
- Share in the responsibility for all household duties including: meal preparation, cooking, cleaning, grocery shopping, laundry, sanitizing bedrooms and washrooms, garbage disposal, etc.

## **2. Documentation**

- Update client records and other forms of documentation including but not limited to: Client Record Management System (C.R.M.S.), communication binder, Client Plans of Care, Release of Information Forms, Ontario Common Assessment of



Need (O.C.A.N.), Ontario Perception of Care (O.P.O.C) Safety Reports, Integrated Assessment Report/Registry (I.A.R.)

### **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 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

### **5. Other Duties**

- Participate in daily shift-change meetings
- Participate in regular team meetings and all-staff meetings



- Participate in various community initiative to coordinate and improve service as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Duties may change from time to time

## 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.

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

**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
- 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)
- Safe Food Handling
- Harm Reduction Training
- Privacy Training



**Assets with regard to this position:**

- Formal education in Motivation Interviewing, Cognitive Behavioural Therapy (C.B.T.), Dialectical Behavioural Therapy (D.B.T.), Trauma Informed and Concurrent Disorders is preferred

**B. Related and Relevant Experience**

**Mandatory experience**

- Minimum of two years' experience in the delivery of mental health services and addictions, dual diagnosis, and/or crisis intervention fields specifically within the residential or/and community environment,
- Demonstrated understanding of crisis theory and 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
- Previous demonstrated experience with care planning and supportive counselling

**Preferred experience**

- Intermediate to advanced minus proficiency in French

**C. Assets with regard to this position:**

- Certification in C.B.T., D.B.T., and motivational interviewing or other related therapeutic modalities.
- Field placement experience with C.M.H.A. H.K.P.R.

**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 takes place in the crisis intervention room, enroute to client meetings in a company vehicle or the worker's private vehicle, in client homes, in the community and in a residential/group home setting
- 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 work rotating day, evening and overnight shifts, weekends and statutory holidays
- Scheduled shifts are posted at a minimum of 2 weeks in advance, however staff may occasionally be reassigned to alternate shifts on short notice to meet program coverage needs
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Crisis work can be stressful and involve high mental and emotional demands
- Work environment may consist of noise, odors and/or body fluids
- Work environment is a multi-level building with no elevator and staff must be able to meet the physical demands of the role

### **Approval/Revised Approval Dates:**

I have read and understood the above position description.

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

\_\_\_\_\_  
Date