



## Position Description

Position Title:	<b>Walk-In Clinician</b>		
Program Name:	Crisis Intervention	Position Classification:	7
Reports To:	Program Manager		
Effective Date: April 2020	Review Date:		

### Position Summary:

The Walk-in Clinician (W.I.C.) participates as a part of a multi-agency team that provides single-session counselling and support in the City of Peterborough. Following brief therapeutic modalities including Brief Narrative and Brief Narrative Single Session Therapy, the W.I.C. will fulfil this important aspect of community crisis and mental health support for clients and their families.

### Key Responsibilities

#### 1. Brief Counselling Services

- 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
- Conduct counselling sessions according to agreed-upon therapeutic modalities
- Participate in on-going group and individual clinical supervision and training
- Make referrals to community partners, other C.M.H.A. programs, other 4.C.C. programs

#### 2. Documentation

- Complete formal contact notes for clients in the C.R.M.S. data management system
- Complete other administrative tasks as required and according to policy time sheets, Safety Reports)

#### 3. Other Activities

- 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



- Participate in quality improvement activities at the team/program level
- Duties may change from time to time

#### **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 external committees as required
- Duties may change from time to time

## Requirements of the Position:

### A. Education and Training

- Successful completion of post-secondary degree in the social/health science disciplines, or human services.
- Formal training in the modalities adopted by the walk-in clinic, namely Brief Narrative Single Session Therapy are 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:**

- Health and Safety Training (including but not limited to the following):
  - G.H.S. - Globally Harmonized System (previously W.H.M.I.S.)
  - I.P.A.C. - Infection, Prevention & Control
  - Workplace Violence
  - A.O.D.A. - Accessibility for Ontarians with Disabilities Act
- A.S.I.S.T. - Applied Suicide Intervention Skills Training
- N.C.V.I. - Non Violent Crisis Intervention
- O.C.A.N. - Ontario Common Assessment of Need
- C.R.M.S. - Client Record Management System
- First Aid/C.P.R. (Cardiac Pulmonary Resuscitation)

### B. Assets with regard to this position:

- Graduate degree in a field that entitles the worker to practice the act of psychotherapy



- Experience in a walk-in therapeutic environment

## **Related and Relevant Experience**

### **Mandatory experience**

- Minimum of three (3) years' experience in the delivery of community supports to clients, especially within the community mental health services and/or crisis intervention fields
- Previous or current experience as a Crisis Intervention Worker

### **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
- Participate in regular supervision sessions as required by the program to remain compliant with best practices of the program
- Ability to work remotely, for example from home, as required.
  - Requirement to have reliable home internet service and the technology to complete work from a remote location, for example computer/laptop, telephone, etc

### **Working Conditions:**

- Work in a clinical office setting with mental health clinicians from community agency partners
- Work directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Required to work up to 2 afternoon/evening shifts per week
- Work in a stressful environment where there are mental and emotional demands
- Work one on one with clients for one (1) hour sessions
- Work in a remote location, such as personal home, as required



**Approval/Revised Approval Dates:**

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

I have read and understood the above position description.

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

\_\_\_\_\_  
Date