



POSITION DESCRIPTION

POSITION TITLE:	COMMUNITY MENTAL HEALTH WORKER - CRISIS SERVICES
DEPARTMENT:	MOBILE CRISIS SERVICES
CLASSIFICATION:	COMMUNITY MENTAL HEALTH WORKER
UNION:	MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER, MENTAL HEALTH AND CRISIS SERVICES
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Community Mental Health Worker – Crisis Services (CMHW-CS) provides crisis intervention to clients, their families/natural supports and caregivers in a professional and least intrusive manner. The incumbent will demonstrate a commitment to holistic practice and will be focused on client assets, strengths, recovery and increasing competencies. Values of individual-centered care, accessibility, respect, continuous improvement and ethical practice will direct implementation of service delivery. The CMHW-CS assumes the leadership role in assessment, treatment planning and formulation of an action plan to resolve the crisis. The CMHW-CS provides leadership as needed to diffuse situations and minimize safety risks for the individual, their family/natural supports and staff. The position of CMHW-CS functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Provides both on-site and telephone intervention, assessment, recommendations, referrals and follow-up plans to individuals and their families/natural supports in crisis situations.
- Evaluates and addresses potential safety risks, potential for violence, serious medical complications, child protection issues and breakdown of support systems.

- Assesses and plans to address the psychosocial and environmental stressors that are impacting the crisis situation and mobilizes formal and informal resources.
- Performs comprehensive mental health assessments using the approved tools for Crisis Services to identify signs and symptoms of mental health issues/diagnoses and distress.
- Completes a risk assessment for suicide and completes a safety plan with the individual and his/hers formal and informal supports.
- Provides empathetic, supportive counseling to individuals and their family/natural supports.
- Facilitates communication and collaboration among individuals and their family/natural supports toward resolution of the crisis.
- Facilitates effective problem-solving techniques of the individual and their family/natural supports toward resolution of the crisis.
- Assumes primary responsibility for ensuring clear, concise written reports that detail the nature of the crisis, assessments, the specific interventions and plans for safety and follow-up for each community visit or crisis call.
- Maintain clinical documentation as per program/regional standards.
- Complete non-clinical documentation, paperwork and processes as per program/regional standards.
- Demonstrates the ability to access the available resources based on needs assessments and facilitates access for, or by, individuals.
- Exhibits critical thinking skills and acts logically to evaluate situations, problem-solve and make decisions promptly and appropriately.
- Provides support and works collaboratively to the Mental Health and Crisis Services staff, community partners and agencies.
- Demonstrates professional courtesy, respect and positive attitudes in every aspect of team relationship dynamics.
- Demonstrates creativity, flexibility, adaptability and a positive attitude towards change.
- Exhibit competency in recovery practices such as providing individual assistance with effective coping skills in order to resolve present crisis and maintain/regain independence within the community and mastery over their own recovery process.
- Ensure that crisis management is recovery directed while ensuring individual and other's safety.
- Serve as a recovery agent by providing and advocating for effective recovery based care.
- Liaise and consult with external resources as required, in keeping with the requirements of the Personal Health Information Act and the Mental Health Act.

Clinical Consultation

- Provides leadership and direction to the Crisis Workers and acts as a resource/mentor.
- Actively participates in clinical consultation and self-development activities.
- Consult with and work in collaboration with other members of the individual's care team, inclusive of the primary health care providers.

Program Planning, Analysis and Education

- Participate in strategic and program planning.
- Provide data and prepare reports as requested.
- Participate in regular staff and program evaluations.

Education, Teaching, Learning and Research

- Collaborate, coordinate and/or participate in the development and presentation of educational programs.
- Collaborate to assist with the development and deliver educational material to the public.
- Promote a climate of clinical inquiry.
- Critically review current literature and research articles, and communicate and apply clinically significant findings.
- Provides preceptorship opportunities to students, colleagues and casual employees, when appropriate.
- Demonstrate clinical competence in the delivery of crisis intervention methods and theories.
- Understand the core elements of a recovery orientation that can be practiced in any mental health setting and how this orientation can be applied to diverse populations.
- Commit to learning from people with lived experiences of mental health problems and illnesses about how the service can best support their recovery efforts.
- Continuously develop knowledge in recovery-oriented learning and practice.
- Acknowledge the importance of being inclusive and of seeking to maximize opportunities for people to exercise self-direction and take responsibility of their own recovery.
- Aware of relevant legislation, such as, but not limited to, *The Personal Health Information Act, The Mental Health Act, and The Child and Family Services Act.*

OTHER

- Performs other duties as assigned.
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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS:

- Demonstrated ability to perform as evidenced by satisfactory performance evaluations.
 - Demonstrated ability to take the initiative/motivation for self-development and keeping abreast of current evidence based practices.
 - Maintains licensure and competencies.
 - Active in team development.
 - Works collaboratively with the Crisis Workers and seeks supervisory assistance in a timely and appropriate manner for any areas of identified concerns.
 - Demonstrated practice compliance with recovery based principles.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- B.SC.MH, B. Sc. P.N, RPN, BN, RN, BSW or MOT.
- Licensed with applicable professional designation.
- ASIST Certificate (Applied Suicide Intervention Skills Training) required.

REQUIRED KNOWLEDGE:

- Knowledge of mental health problems and illnesses, including signs, symptoms, treatment and prognosis of mental illness and emotional distress.

- Knowledge of co-occurring disorders, i.e. addictions and mental health, developmental delay and mental health, and the related impact on family dynamics.
- Knowledge of community resources and procedures related to accessing the available services.
- Knowledge of psychiatric disorders/clinical syndromes.
- Knowledge of psychopharmacology.
- Knowledge of and ability to work within the mental health recovery model.
- Knowledge of *The Personal Health Information Act, The Mental Health Act, The Child and Family Services Act*, and other relevant legislation.

EXPERIENCE REQUIRED:

- Two (2) years' experience in relevant mental health area required.
- Two (2) years' direct experience in the area of mental health crisis management preferred.

SKILLS/COMPETENCIES:

- Demonstrated competence in crisis theory & intervention, psychosocial assessment and several treatment modalities.
- Excellent verbal and written communication skills.
- A positive attitude towards learning, growth and health.
- Demonstrated ability to problem-solve complex situations and manage sensitive issues.
- Ability to interact with individuals of diverse cultural and economic backgrounds.
- Proficiency in Microsoft Office applications (Word, Excel, and PowerPoint).
- Good physical and mental health to meet the demands of the position required.
- Valid class 5 Drivers license is required.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region as duties may require.
- No hazardous or particularly unpleasant working conditions.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: October, 2012
Date

Revised: February 2017
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.