



POSITION DESCRIPTION

POSITION TITLE:	CRISIS WORKER I
DEPARTMENT:	CRISIS STABILIZATION UNIT
CLASSIFICATION:	CRISIS WORKER I
UNION:	MGEU - COMMUNITY SUPPORT

REPORTING RELATIONSHIPS

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

POSITION SUMMARY

As a team member of the Crisis Stabilization Unit (CSU), the Crisis Worker I (CWI) assists the team to provide crisis intervention services to individuals, and their families and natural supports. The CWI assists the team during the intake process, ongoing treatment planning, the resolution of the crisis, formulation of discharge planning, and documentation of care. The team member follows the leadership of the nurse, will demonstrate a commitment to holistic practice, and will be focused on the strengths of the individual, their unique recovery journey and increasing competencies. Person centered care, accessibility, respect, continuous improvement, and ethical practice directs service delivery. The CWI is responsible for light housekeeping, meals, and other supportive tasks. The position of CWI 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:

- Under the leadership of the nurse, respond to the 24hr crisis line, identify the needs of the caller, evaluate potential safety concerns, and document appropriately.

- Works collaboratively with the nurse to ensure they are aware of all crisis calls and have reviewed documentation.
- Assists the nurse to mobilize and liaise with community resources, provide follow up, and provide person-centered service delivery.
- Assists the nurse to complete the admission process and ensure that all admission requirements are completed.
- Identifies signs and symptoms of mental illness/distress, and reports these to the Nurse.
- Is aware of an individual's risk for suicide using the ASIST model, monitors same and reports any changes to the nurse.
- Provides empathetic and active listening to individuals and their family and natural supports.
- Provide crisis intervention to ensure safety, alleviate symptoms, and empower individuals within their unique journey of recovery.
- Promote a positive, safe, and therapeutic environment.
- Facilitate/model effective problem-solving techniques with individuals.
- Assists the nurse in discharge planning and attends to duties relevant to discharge.
- Assists the nurse to ensure the individual and their family and natural supports are aware of and have written information of resources prior to discharge.
- Completes documentation that is recovery oriented and complies with the required format, policies, and legal guidelines.
- Completes required administrative functions including statistical data collection and entry.
- Consults the Nurse for decision-making regarding existing/potential challenges with and individual's behavior.
- Demonstrates professional courtesy, respect and positive attitudes in every aspect of team dynamics.
- Demonstrates effective working relationships with all colleagues and outside agencies.
- Is creative, flexible and demonstrates adaptability and a positive attitude toward change.
- Provides support to all staff in the operation and delivery of the program.
- Ensures confidentiality of individuals and staff.
- Provides light housekeeping and reports any maintenance issues.
- Plans, orders/prepares meals, shops for groceries, maintain food stocks, and completes laundry related tasks.
- Uses personal protective equipment as required.
- Consistently utilizes the required communication tools including email, shift report, etc.

Program Planning, Analysis & Education

- Participate in strategic and program planning as needed.
- Participates in program evaluation as needed.
- Participates in regular performance conversations.
- Prepares for, and actively participates in staff meetings.

Education & Learning

- Provides mentorship to new employees as requested.
- Understands the core elements of mental health recovery model and how this practice can be applied with diverse populations.

- Engage regularly in reflective practice to continuously increase knowledge, examine your own work, mindset, and habits, and make progress in understanding and practicing the core elements of recovery.
- Commit to learning from individuals with lived experiences of mental health problems and illnesses about how the services can best support their unique recovery journey.
- Continuously work towards developing knowledge in recovery-oriented practice.
- Acknowledge the importance of being inclusive and seeking to maximize opportunities for individuals to exercise self-direction and take responsibility of their own recovery.

OTHER

- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 required
- Valid Basic CPR Certification
- ASIST Certificate (applied suicide intervention skills training)

REQUIRED KNOWLEDGE:

- Knowledge of mental health problems and illnesses
- Demonstrated competence in crisis intervention
- Knowledge of co-occurring disorders
- Knowledge of community resources and procedures related to accessing the available services
- Demonstrated ability to understand and work within the mental health recovery model

EXPERIENCE REQUIRED:

- One year working in the field of mental health preferred.

SKILLS/COMPETENCIES:

- Excellent verbal and written communication skills
- A positive attitude towards learning, growth, and health
- Demonstrated ability to problem solve
- Ability to interact with individuals of diverse cultural and economic backgrounds
- Commitment to work within a team environment
- Proficiency in Microsoft Office applications (Word, Excel, and PowerPoint)
- Valid Manitoba drivers' license
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.

- Satisfactory employment record.
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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 significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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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. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: _____
Date

Revised: _____
April 2021
Date

Approved by: _____
Regional Manager/ Supervisor
Date

Approved by: _____
Regional Lead/ CEO Date

Reviewed by: _____
Lead, 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.