



CRISIS SUPPORT WORKER

This is a unionized position.

Job Summary:

The Crisis Support Worker will assist and support individuals with the resolution of their emotional or personal crisis.

Primary Duties and Responsibilities:

- Complete a comprehensive client assessment and service plan. Assist clients in identifying areas of need and goal development, ensuring goals are attainable and time specific, and that the client plays an integral role in the decision making process.
- Work with the Full Time Crisis Intervention Worker to support the clients in attaining their stated goals.
- Complete a risk assessment and environmental screen on intake/contact.
- Carry out the functions of psycho-social crisis intervention including supportive counselling, and assistance in the implementation of the recovery plan.
- Provide crisis intervention services through telephone or face-to-face contact, in the client's preferred environment.
- Encourage the client in problem solving, conflict resolution, harm reduction, relapse prevention, medication management and other life skills as appropriate. Using a hands-on approach to encourage and motivate, provide life skills training as needed (i.e., cooking, cleaning, accessing public transportation etc.).
- Advocate on behalf of clients and their natural supports when appropriate
- Transport clients in the community as necessary.
- Develop comprehensive discharge plans which include relapse prevention strategies and connection to on-going internal or external supports as needed
- Provide follow-up as appropriate.
- Work cooperatively as a member of the crisis team..
- Provide back-up assistance to agency programs as necessary.
- Maintain up-to-date client records. Complete all necessary file notes, reports and other written documentation on a timely basis and in accordance with agency standards. Compile statistics.
- Maintain the safety and security of house, clients and property.

- Assist in the day to day operation of the program location.
- Work in compliance with all health and safety policies, procedures and guidelines, and the Occupational Health and Safety Act.
- Report in writing all accidents, injuries and occurrences.
- Adhere to program budget guidelines (i.e., grocery shopping, etc.).
- Follow all agency policies, procedures and directives.

(Note, the above specifications are representative of the basic nature of the position and are not intended to be all inclusive.)

Position Reports To:

Coordinator, Crisis Services

Minimum Qualifications:

- Diploma or degree from an accredited College or University in a Human Services field.
- Three years related work experience.
- Valid driver's license and access to an insured personal vehicle. Must provide proof of adequate insurance coverage on request.
- An up-to-date first aid certificate.

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