



## RELIEF CRISIS WORKER

### Job Summary:

The Crisis Worker will provide individualized support to assist individuals in the resolution of their emotional or personal crisis on a relief/casual basis.

### **Primary Duties and Responsibilities:**

- 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 development of a 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.).
- Refer and coordinate client access to required medical, clinical or other community resources, including housing, food, clothing, recreational activities, educational and school programs, vocational opportunities, or services and other relevant services.
- Transport clients in the community 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.
- Participate in professional development activities to maintain competency in field of practice or area(s) of expertise.
- 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.)

### **Minimum Qualifications:**

- Diploma or degree from an accredited College or University in a Human Services field.
- Two 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.

\* Education and experience must include a background in both mental health and concurrent disorders. Addictions experience will only be credited when it took place in a program/facility where addiction treatment was the primary focus.

Interested applicants can submit their cover letter and resume to [hr@dmhs.ca](mailto:hr@dmhs.ca).

Durham Mental Health Services is an equal opportunity employer and is committed to inclusive, barrier-free recruitment and selection processes and work environments. Please advise Human Resources of any accommodations needed to ensure your access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.