



## **Crisis Worker**

### **Job Summary:**

The Crisis Intervention Worker will provide individualized support to assist individuals in the resolution of their emotional or personal crisis.

### **Position Schedule:**

- Rotating 3-11 and 7-3 shifts, plus one weekend a month

### **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.
- Complete a risk assessment and environmental screen on intake/contact.
- Carry out the functions of psychosocial 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.).
- Develop and maintain a positive and collaborative relationship with stakeholders and community partners to ensure client needs are met.
- 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.
- 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. Participate in team meetings and agency functions. Participate in the development, implementation and evaluation of services provided.
- Provide back-up assistance to agency programs as necessary.
- Supervise student placements as assigned.

- 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.
- Provide mental health information and education to stakeholders, the public and community partners.
- 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 incidents.
- Represent the agency through community outreach and everyday interactions with other community resources, i.e., hospitals, hostels.
- 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.
- **Five years related work experience.**
- **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.**
- 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.
- satisfactory Vulnerable Sector Screening (Police Check)

#### **Benefits** *(upon successful completion of probation)*

- Enrollment in matching Pension program
- Benefit Coverage (Dental, Medical ....)

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.