



POSITION DESCRIPTION

POSITION TITLE:	CRISIS WORKER - INTAKE
DEPARTMENT:	MOBILE CRISIS SERVICES
CLASSIFICATION:	CRISIS WORKER
UNION:	MGEU – COMMUNITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	MANAGER HEALTH SERVICES, MENTAL HEALTH AND ADDICTIONS
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Crisis Worker - Intake assists to resolve mental health crises in the least restrictive manner and environment. This is accomplished by assessment of the individual and the individual's situation, engaging in crisis intervention techniques, mobilizing appropriate resources, triaging Mobile Crisis Services teams and ensuring the safety of the individual and others. The incumbent will demonstrate a commitment to holistic practice and will be focused on client assets, strengths, recovery and increasing competencies. Values of clients of person-centered care, accessibility, respect, continuous improvement and ethical practice will direct implementation of the service delivery. The position of Crisis Worker - Intake functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

Interlake-Eastern RHA is committed to responding to the [Truth and Reconciliation Commission of Canada's Calls to Action](#) and creating working environments free of racism for both clients and employees. All staff members are encouraged to seek and identify patterns of harm towards Indigenous, black and marginalized clients and employees and to take actions to disrupt any form of racism. Collectively and individually, we are growing cultural competency capacity by implementing the region's anti-racism action plan.

ESSENTIAL FUNCTIONS AND DUTIES

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

- Provides a welcoming entry point into Mobile Crisis Services. Establishes respectful relationships with individuals, their families/ natural support systems, referrals sources and the community.
- Gathers information from, or on behalf of individuals to determine the nature of the crisis and utilizes this information to effectively prioritize based on the urgency of need to the individual and available resources.
- Engages in consultation with the Community Mental Health Worker - MCU and/or the Manager Health Services as needed and for complex cases or any and all cases that are not resolved or have any concerns.
- Assess the individual for degree of dangerousness and status as per the Mental Health Act, degree of risk in the areas of social, psychological, health, etc. in order to establish safety and develop a plan.
- Where Mobile Crisis Services is deemed not appropriate, identifies alternate community services and resources for individuals, families, and referral sources and ensures linkage has occurred.
- Dispatches teams using relevant priority (urgency of need to the client and available resources) to provide community visits in response to crisis calls in order to determine the nature of the crisis and an appropriate course of action.
- Institutes the plan of action in the form of crisis intervention techniques. This involves active participation of the individual and their natural/professional resources whenever possible.
- Provides information on resources to individuals or agencies including access and availability.
- Maintains updated resource list along with updated referral forms for access to community resources.
- Maintains positive working relationships with fellow agencies and community programs.
- Links individuals to appropriate and agreed upon resources in the community as a form of prevention and health promotion.
- Assists in reconnecting the individual with his/her care and support networks as appropriate.
- Maintains documentation as per program/regional standards.
- Ensures follow-up is thorough and complete prior to closing a case. Ensures evaluation of Mobile Crisis Services involvement has been effective in resolving the mental health crisis.
- Provides monthly crisis call stats to the Administrative Assistant to Crisis Services.
- Completes non-clinical documentation, paperwork, and processes as per program/regional standards.
- Exhibits competency in recovery practices such as providing the individual assistance with effective coping skills in order to regain independence with the community and mastery over their own recovery process.
- Assist the individual in articulating personal goals for recovery. Support individuals in identifying and creating goals and the skills, strengths, supports and resources to aid them in achieving those goals.
- Serve as a recovery agent by providing and advocating for effective recovery based care.
- Exhibits critical thinking skills and acts logically to evaluate situations, problem-solve and make decisions promptly and appropriately.

- Understands and contributes to the organization's goals, while working within the culture of the group.
- Demonstrates professional courtesy, respect, and positive attitudes in every aspect of team relationship dynamics.
- Demonstrates creativity, flexibility, adaptability, and a positive attitude towards change.

Consultation

- Seek out feedback from the Community Mental Health Worker and/or Manager Health Services as required.
- Consult with and work in collaboration with other members of the individual's care team, inclusive of 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 and Learning

- Under the direction of the Manager Health Services or Community Mental Health Worker-MCU provides preceptorship opportunities to new employees.
- Understand the core elements of recovery orientation that can be practiced in any mental health setting and how this orientation can be applied to diverse populations.
- Engage regularly in reflective practice to continuously increase knowledge, examine their own work, mindsets, and habits, and make progress in supporting recovery.
- 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 seeking to maximize opportunities for people to exercise self-direction and take responsibility of their own recovery.
- Aware of and complies with relevant legislation, such as, but not limited to, The Personal Health Information Act, The Mental Health Act, and the Child and Family Services Act.
- 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.

OTHER

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- University or College education in social/ human services preferred.
- ASIST Certificate (Applied Suicide Intervention Skills Training) required.

REQUIRED KNOWLEDGE:

- Knowledge of mental health problems and illnesses.
- Demonstrated competence in crisis intervention.
- Knowledge of co-occurring disorders, i.e. addictions and mental health and the related impact on family dynamics.
- Knowledge of 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 and the ability to work within the mental health recovery model.

EXPERIENCE REQUIRED:

- Two (2) years working in the field of mental health required.

SKILLS/COMPETENCIES:

- Excellent verbal and written communication.
- A positive attitude towards learning, growth and health.
- Demonstrated ability to problem-solve.
- 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 Manitoba driver's 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.

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.

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.

Created:

Date

Revised:

March 2018

Date

Approved by:

Regional Manager/ Supervisor

Date

Approved by:

Executive Lead/ CEO

Date

Reviewed by:

Executive 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.