



POSITION DESCRIPTION

POSITION TITLE:	CRISIS WORKER – CRISIS STABILIZATION UNIT
DEPARTMENT:	MENTAL HEALTH AND ADDICTIONS
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:

As a team member of the Crisis Stabilization Unit (CSU), the Crisis Worker (CW) assists the team to provide crisis intervention services to individuals, and their families and natural supports. The CW 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 CW is responsible for light housekeeping, meals, and other supportive tasks.

The position of Crisis Worker functions in 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:

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

- Provides recovery-oriented services to clients, families and their supports.
- Interfaces with clinical team members as well as external agencies/organizations, stakeholders and general public.
- Works in collaboration with Employer's health care professionals/departments.
- Welcomes individuals and families receiving services in a hopeful, recovery-oriented manner, and sees to their immediate comfort.
- Assists individuals and families to reduce any immediate distress.
- Monitors clients for changes in their mental and physical status.
- Recognizes basic signs/symptoms of substance intoxication and withdrawal, and reports these to the nurse.
- Assists the clinical team with crisis intervention in an assertive, timely fashion in order to mitigate the situation, reduce risks and ensure safety.
- Provides support to the client and identifies areas where additional or different support may be needed.
- Collaborates and consults with team members regarding any changes in client behavior or required changes in the intervention process.
- Facilitates problem-solving techniques with the client in consultation with the clinical team.
- Provides follow-up to clients post admission to aid in successful discharge planning and determine ongoing needs in conjunction with the nurse.
- 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.
- Completes meal preparation and servicing of meals in accordance with site specific guidelines.
- Provides light housekeeping and reports any maintenance issues.
- Plans, orders/prepares meals, shops for groceries, maintain food stocks, and completes laundry related tasks.
- Completes required administrative functions including statistical data collection and entry.
- Co-ordinate and lead health-promoting activity groups for clients.
- Offer regular contact to virtual program clients as well as clients on the CSU waitlist.
- Provides accompaniment on transfers to other facilities as per multi-disciplinary team plan.
- Documents in client file, all pertinent information in a clear and concise manner and in accordance with the required format, policies and legal guidelines.
- Aware of and complies with relevant legislation, such as, but not limited to, The Personal Health Information Act and The Mental Health Act.
- Maintains general tidiness and cleanliness of client environment.
- Ensures that environment is conducive to recovery-oriented client care.
- Maintains and improves skills through formal and informal educational opportunities.
- Adheres to all safety and health regulations and safe work practices.

OTHER

- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS:

- Demonstrated ability to perform as evidenced by satisfactory performance evaluations.
 - Demonstrated ability to take the initiative/motivation for self-development and keeping abreast of current evidenced based practices.
 - Active in team development.
 - Participation in Strategic Planning and Program Planning as needed.
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EDUCATION, ONGOING LEARNING, AND MENTORSHIP:

- Provides mentorship to new employees as requested.
- Engage regularly in reflective practice to continuously increase knowledge, examine work, mindset, and habits, and make progress in understanding and practicing the core elements of recovery.
- Continuously work towards developing knowledge in recovery-orientated practice.
- Acknowledge the importance of being inclusive and seek to maximize opportunities for individuals to exercise self-direction and take responsibility for their own recovery.

QUALIFICATIONS**EDUCATION/CERTIFICATION:**

- Completion of Grade 12 required.
- Completion of a recognized community college program in Social Services, or a related health discipline is preferred.
- An equivalent combination of education and experience may be considered.
- Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST) certificates or willingness to obtain.
- Valid Basic CPR Certification.

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 community resources and procedures related to accessing available services.
- Demonstrated ability to understand and work within the mental health recovery model.
- Knowledge of Indigenous customs, traditions and values is preferred.

EXPERIENCE REQUIRED:

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

SKILLS/COMPETENCIES:

- Strong verbal and written communication skills.
- Demonstrated interpersonal skills.
- Ability to respect and promote confidentiality.
- Ability to respectfully interact with individuals of diverse cultural, ethnic and economic backgrounds as well as diverse sexual orientation and gender identities.
- Computer skills including Microsoft Programs (Word, Outlook).

- Experience using the Electronic Medical Record (EMR) would be considered an asset.
- Ability to work under pressure, manage multiple demands and prioritize duties.
- Excellent organizational skills.
- Ability to work independently and as part of a team.
- Ability to receive and give direction.
- Ability to coordinate and collaborate with resources.
- Effective problem-solving skills.
- 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

- Shift rotations can include a combination of days, evenings, nights and weekend shifts.
- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- May encounter aggressive and/or agitated individuals.
- Wide range of client-related and environmental responsibility (e.g. stocking, light lifting, transport tasks).
- May be required to travel throughout the region as duties may require.
- 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. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

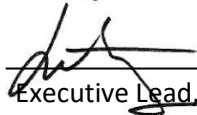
Created: January 2025
Date

Revised: _____
Date


Dana Measner

Approved by: _____ January 28, 2025
Regional Manager/ Supervisor Date

Approved by: _____
Executive Lead / CEO Date

Reviewed by:  _____ January 30, 2025
Executive Lead, Human Resources Date

Job 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 job 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.