

**WINNIPEG REGIONAL HEALTH AUTHORITY  
POSITION DESCRIPTION (non-management)**

**DATE:** May 19, 2009

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**POSITION TITLE:** CRISIS UNIT PRACTITIONER (CUP)

**JOB CODE:** 30000202

**UNION:** MGEU 220

**DEPARTMENT:** COMMUNITY MENTAL HEALTH –  
CRISIS STABILIZATION UNIT (CSU)

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**SUPERVISOR'S TITLE:** CSU Clinical Team Leader

**SUPERVISORY RESPONSIBILITIES:** Supervises Crisis Workers in collaboration with the CSU Nurse.

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**EDUCATION:**

Baccalaureate or Masters degree in Social Work or Counseling required.

An equivalent combination of education and experience as recognized by the Crisis Stabilization Unit, may be considered.

**SPECIAL TRAINING:**

Knowledge of computer systems and proficiency in the use of various common software applications including: spreadsheets, word processing and database programs, internet and e-mail applications.

**EXPERIENCE:**

Minimum of 3 years recent related experience in crisis intervention and psycho/social assessment, required.

**OTHER:**

- Expertise and competence in clinical practice and advanced clinical knowledge and expertise in crisis intervention and psycho/social assessment.
- Knowledge of and/or experience with clients who have co-occurring substance use and mental health disorders.
- Knowledge of those community resources available to clients with co-occurring substance use and mental health disorders.
- Displays initiative, accountability, good time management, decision-making ability, leadership and strong organizational skills.
- Excellent interpersonal and English communication skills, both oral and written.
- Demonstrated ability to function as an effective leader and as a collaborative member of a multidisciplinary team.

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Good physical and mental health required. Moderate to heavy lifting and restraining may be required.

**LICENCES, REGISTRATIONS:**

Must be registered or eligible for registration with the applicable governing body.

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**Overview of Community Mental Health Program:**

"The Shared Health Mental Health and Addictions program provides a range of mental health and addiction services across the healthcare continuum that support and promote recovery. Through collaboration and partnership across various health, social service and community sectors the program strives to promote mental health and well-being for all, to reduce inequities and the impact of mental health and addiction problems and to work towards sustainability of mentally healthy individuals and communities."

**MAIN FUNCTION: (In Order of Importance):**

Under the general direction of the CSU Clinical Team Leader, and in collaboration with the CSU Nurse and Crisis Workers, the incumbent is responsible for providing an individualized assessment including a mental status exam and psychosocial assessment, and developing a treatment plan for individuals in psychosocial or mental health crisis.

In addition, the incumbent functions in a supportive role to families and acts as a role model and clinical resource with respect to working with clients in psychosocial and mental health crisis toward their goal of recovery from mental illness.

Provides leadership and direction to Crisis Workers in collaboration with the CSU Nurse.

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**ILLUSTRATIVE EXAMPLES OF ACTIVITIES OF POSITION:**

**DIRECT CLINICAL CARE**

In collaboration with members of the multidisciplinary team:

- interviews clients and their family members and/or significant others contacting the CSU
- via telephone and or presenting at the CSU and assesses the appropriateness of referrals.
- gathers and integrates collateral information from family members, general practitioners, other hospitals, community mental health workers, psychiatrists, care providers
- and others as appropriate.
- conducts an assessment of the client including the client's mental status as a result of information gathered; works in collaboration with the client in crisis, and the CSU Nurse to establish a plan for the individual in crisis.
- evaluates client's response to medications and communicates information to the CSU Nurse.

- assesses and employs crisis intervention skills and techniques, in collaboration with the CSU Nurse; identifies, defines and evaluates severity of situation and intervenes appropriately, stabilizing the crisis situation.
- participates in the development, implementation and evaluation of the service plan in order to ensure the client's goals toward recovery are met, enabling the individual to return to a pre-crisis level of functioning prior to discharge,
- establishes and promotes a therapeutic relationship and incorporates the principles of the recovery model in service provision.
- advocates for client/family with respect to social, financial, emotional and clinical issues, as necessary.
- assists with behavioral management of clients while in the CSU, which may involve intervention with individuals who are verbally and or physically aggressive, as well as individuals who are acutely suicidal.
- participates in peer consultation as well as consultation with the CPOCCS Psychiatrist in order to resolve highly complex and sensitive issues and difficult problems.
- documents all pertinent information for client records and reports according to CSU policies and procedures.
- maintains familiarity with the Mental Health Act, and other applicable legislation and the circumstances under which they become applicable and are enacted for individuals in mental health or psychosocial crisis.

### **TRANSITION, DISCHARGE AND LIAISON WITH THE COMMUNITY**

- collaborates with team and client in transition planning.
- reassesses and document client's mental status prior to discharge.
- completes all required documentation for client records and reports according to CSU protocol.
- uses and coordinates the resources of all health professionals involved and makes referrals to appropriate agencies, ensuring that clients are linked to the most appropriate community resources prior to discharge from the CSU.
- maintains current and comprehensive knowledge of community services and resources relevant to clients presenting at CSU.
- develops and maintains liaison between CSU and receiving WRHA programs as well as community stakeholders.

## **PARTICIPATION IN MULTIDISCIPLINARY TEAM**

- participates with other multi-disciplinary team members in problem solving clinical issues
- shares information with members of the multi-disciplinary team in area of expertise, experience and knowledge
- participates in staff meetings and supervision with the Clinical Team Leader.
- assists in the development of evaluative tools to measure program effectiveness and gathers data as required.
- assists in the orientation of new staff.
- supervises Crisis Workers in collaboration with the CSU Nurse, including: providing direction, establishing work priorities and schedules, delegating work assignments, acting as a resource, monitoring performance and providing input into performance appraisals.

## **CLINICAL RESOURCE**

- acts as a resource to other disciplines, health care agencies/facilities and organizations with respect to: the management of psychiatric clients and/or clients in psychosocial or mental health crisis; and the proper handling of clients with co-occurring substance use, mental health disorders as well as clients with a potential for aggressive behavior.

## **EDUCATION/TRAINING/ADMINISTRATIVE FUNCTIONS**

- maintains clinical competency through participation in professional development opportunities
- attends required staff training as available or assigned
- provides clinical supervision of students as part of practicum placement upon request and as delegated by the Clinical Team Leader.
- collects and records pertinent statistical data as per guidelines

## **QUALITY**

- participates in the planning and program evaluation process and makes recommendations regarding the initiation, development, implementation and revision of client care programs.
- seeks to improve processes within scope of responsibility.

- participates in the development, implementation and evaluation of written procedures and standards, and service descriptions for the area based on current theory and best practice.
- participates in the development and maintenance of discipline and interdisciplinary quality assurance, quality improvement, risk management, and utilization review.
- evaluates equipment and makes recommendations regarding new equipment purchases.
- adheres to all safety and health regulations and safe work practices.
- may be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.