

**WINNIPEG REGIONAL HEALTH AUTHORITY  
POSITION DESCRIPTION (Non-Management)**

**INCUMBENT:**

**DATE: February 2016**

Revised: November 25, 2019

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**POSITION TITLE: Trauma Worker**

**CLASS: Community  
Health Services Specialist**

**JOB CODE: 30001460**

**DEPARTMENT:** Community Health Services

**UNION: MAHCP**

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**SUPERVISOR'S TITLE: Initiatives Leader**

**SUPERVISORY RESPONSIBILITIES:** None

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**EDUCATION:**

- BSW, OT, PT, BSc PN, RPN, BN, RN, SLP, RD, or related health/human service degree required.

**EXPERIENCE:**

- Minimum three years related community practice experience, including development of person-centred care plans and clinical counseling related to trauma experienced specifically by Indigenous populations (i.e., residential schools, intergenerational trauma).
- Experience working with marginalized populations, including individuals experiencing homelessness and complex challenges.
- Formal training in group therapy, treatment, and/or support group facilitation specific to trauma.
- Demonstrated experience with independent decision-making.
- Experience with health and social service systems including knowledge of available resources for referral.
- Experience with providing capacity building support related to trauma informed care.
- Experience and compliance with protocols for consent, practice, documentation, and privacy.

**OTHER:**

- Excellent verbal and written communication and interpersonal skills.
- Effective networking and agency relations skills.
- Ability to work cooperatively with other disciplines.
- Ability to perform both independently and as an integrated community team member, including effective communication with team manager.

- Demonstrated effective organizational, interpersonal, critical thinking, clinical reasoning, conflict resolution and decision-making skills.
- Willingness to adapt to new concepts, techniques and best practice.
- Competence in providing Recovery-oriented services; assessment, crisis intervention, basic support, and treatment.
- Knowledge of and commitment to the principles of Trauma-Informed Recovery.
- Knowledge of Aboriginal cultural history and population impacts.
- Knowledge of and commitment to the principles of population public health.
- Knowledge of and commitment to the principles of Harm Reduction.
- Knowledge of and commitment to the principles of Housing First.
- Knowledge of and commitment to the principles of Person-centered Planning.
- Computer literacy for communication, word processing and utilized clinical applications.
- Non-violent Crisis Intervention Training.
- ASIST Certificate (Applied Suicide Intervention Skills Training).

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- Must be in sufficient physical and mental health to provide mobile, outreach support and manage exposure to emotional stress.
- May encounter aggressive and/or agitated clients/visitors/staff.

#### **LICENCES, REGISTRATIONS:**

- Subject to a criminal record check and Adult Abuse registry check
- Member in good standing of relevant professional organization
- Valid driver's license and vehicle
- If successful applicant is a Registered Dietitian, must be a graduate of a recognized dietetic internship program accredited by Dietitians of Canada.

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#### **I. MAIN FUNCTION:**

The Trauma Worker functions as a member of the Health Outreach and Community Support (HOCS) team to respond to requests to assist with trauma experiences of marginalized, at-risk populations, including specifically trauma experienced by Indigenous individuals, and provide support to the agencies that serve them. To fully integrate the services of the Trauma Worker, which are available to participants of the HOCS community agency partners, the Trauma Worker is located in the Ma Mawi Wi Chi Itata Centre and supports the participants of any of the Housing First programs and other individuals identified by HOCS and its partner agencies. The Trauma Worker is a mobile, regional resource and can provide support where population needs surface. The Trauma Worker will integrate knowledge and resources of the broader Aboriginal community to enhance personal, team and partner agency capacity to address trauma impacts.

The Trauma Worker provides outreach consultation, coordinated service planning assistance, capacity building support as well as providing individual and group support, including ceremonies. The Trauma Worker works in partnership with agencies and other health and mental

health services to bridge service gaps and coordinate continuity of care when behaviors exhibited as a result of trauma impact access and participation. Clinical practice is provided to meet immediate needs, support engagement, and establish person-centred plans while connections to longer term services are coordinated. The Trauma Worker may coordinate a range of group counseling sessions or capacity building sessions with partners.

The Trauma Worker adheres to the documentation, consent and privacy standards of the Winnipeg Regional Health Authority. The Trauma Worker ensures that s/he performs her/his duties in a manner which is consistent with the standards of the appropriate professional/licensing body.

The Trauma Worker responds to the direction and supervision provided by members of a joint management structure including the Initiatives Leader and program management staff of Ma Mawi Wi Chi Itata Centre.

## **II. POSITION DUTIES AND RESPONSIBILITIES:**

The Trauma Worker performs consultation, care coordination, capacity building, and clinical duties in a team-based service. Duties include:

- Outreach consultation, client support and care coordination (50%)
  - Works in an outreach capacity with partner agencies to provide a point of clinical consultation for trauma support, problem solving, person-centred service delivery, and service connection and coordination.
  - Directly engages with clients of the Housing First programs or individuals who are vulnerably housed, living in the shelters and/or on the streets who require support as a result of trauma, including specifically trauma experienced by the Indigenous population.
  - Collaborates with Housing First program staff, HOCS team members, family, specialized mental health treatment programs, crisis response services, community agencies, Primary Care, and/or Home Care in regards to client care and to plan and operationalize appropriate and meaningful service coordination and action plans.
  - Provides individual or group trauma support, including ceremonies, using an approach that incorporates Indigenous knowledge and cultural safety.
  - Provides or facilitates crisis intervention as needed.
  - Facilitates communication to support problem solving skills and goal planning with participants.
  - Facilitates communication and collaboration among providers and formal/informal supports to facilitate problem-solving goal setting, and resource planning.

- Directly engages regularly with Housing First program staff and shelter agency staff to discuss client goals, plans, and appropriate supports and services considering Indigenous traditional knowledge and a trauma informed approach.
- Directly engages with health and social services system resources to support service provision and transitions in a trauma informed care approach.
- Facilitates access to integrated HOCS clinical and support resources (e.g., psychology, psychiatry, occupational therapy) by individuals and partner agencies and supports participation for individuals affected by trauma.
- Incorporates best practice standards into the provision of client care.
- Ongoing capacity development support to individuals, the shelter sector, community organizations, and health care providers (40%)
  - Provides information and education to agencies, system partners, and citizens to facilitate understanding of trauma, best practices, and available resources to promote engagement, progress, healthy behaviours, and reduced harms. Particular focus on trauma experienced by Indigenous people will be provided.
  - Develops positive working relationships with shelter agency staff, community agencies staff, and other WRHA programs through regular meetings and contacts.
  - Develops awareness of resources and educational/learning opportunities and communicates to agency staff. Supports increasing agency staff knowledge through information sharing and presentations.
  - Creates and supports better paths of access to health and social services for individuals affected by trauma and more appropriate service delivery models.
  - Collaborates with other mental health professionals regarding issues related to trauma and supports knowledge exchange, practice shifts and integration of evidence-based practice with partners.
- Service development, support, and administration (10%)
  - Records and reports data describing services provided and related outcomes. Participates in development and implementation of evaluation processes.
  - Obtains consent for service coordination and sharing of information in accordance with PHIA and FIPPA regulation.
  - Ensures that services are being provided in a manner which is consistent with the philosophy, policies, and standards of the WRHA and a Housing First approach.

- Represents the WRHA in the community in a professional manner at all times.
- Identifies program and system issues that create barriers for the population, seeks to improve processes within scope of responsibility, and communicates identified issues with the joint management committee.
- Utilizes traditional knowledge of community partners and Elders to provide guidance on role development and implementation.
- Participates in HOCS team meetings and agency consult meetings as well as other committees as requested.
- Provides input into performance reviews as requested.
- Maintains and updates professional skills and knowledge base through self-examination and the integration of new and existing evidence acquired through reading, continuing education and professional development opportunities.
- Maintains responsibility for personal and client safety at all times and contributes to a safe work environment and culture of safety.
- Completes other duties as assigned.

### **INTERPROFESSIONAL PRACTICE**

- Seeks out, integrates and values as a partner, the input and ongoing involvement of each individual/family/community when implementing care and services.
- Understands one's own role and the roles of other support providers to appropriately establish and achieve individual/family/community goals.
- Applies the principles of cultural proficiency, team dynamics and group processes to enable quality care and effective inter-professional collaboration to emerge in everyday practice.
- Applies leadership principles that support a collaborative practice model including shared decision-making and accountability for one's own actions.
- Consistently communicates in a respectful and responsive person-centered manner.
- Engages self and others, including the individual/family/community in a positive manner to constructively address disagreements as they arise.
- Engages in relationships with care, dignity and respect regardless of race, ethnicity, culture, ability or language proficiency.

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**INCUMBENTS SIGNATURE**

**MANAGER’S SIGNATURE**