



**WINNIPEG REGIONAL HEALTH AUTHORITY
SUPERVISORY/MANAGERIAL
POSITION DESCRIPTION**

DATE: November 14, 2016

POSITION TITLE: Crisis Clinician – Crisis Services

JOB CODE: 30000198

UNION: MGEU 220

PROGRAM/DEPARTMENT: Adult Community Mental Health - Crisis Response Centre

LOCATION: Crisis Response Centre

REPORTS TO: Manager - Adult Community Mental Health - Crisis Response Centre

QUALIFICATIONS REQUIRED FOR THIS POSITION

EDUCATION:

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

EXPERIENCE/SKILLS:

- Four Years related community experience
- Knowledge of Crisis Intervention Theory
- Effective Crisis Intervention Skills
- Expertise in the area of mental health
- Knowledge and understanding of psychosocial rehab and recovery
- Excellent Communication and interpersonal skills
- Effective networking and agency relations skills
- Applied Suicide Intervention Skills Training (ASIST).
- Suicide Assessment and Intervention Training

LICENCES, DEGREES, REGISTRATIONS:

- Responsible for maintaining and providing proof of active registration with the appropriate registering body.
- Valid driver's license and vehicle preferred.
- If successful applicant is a Registered Dietitian, must be a graduate of a recognized dietetic internship program accredited by Dietitians of Canada.

PLEASE PROVIDE A “SERVICE” OVERVIEW OF YOUR PROGRAM/DEPARTMENT AND OF YOUR SPECIFIC AREA.

"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."

The Crisis Response Centre is a ground-breaking development in the delivery of crisis services within Winnipeg, and upon completion, will be the first of its kind in Canada to offer a constellation of walk-in, mobile and scheduled crisis response services. Once complete, this new service will offer mental health crisis services seven days a week, 24 hours a day. The centre will include a multi disciplinary team of psychiatrists, nurses, social workers along with other clinicians and support workers with expertise in mental health as well as an understanding of the service needs of persons with an accompanying substance use disorder. The Crisis Stabilization is a separate but linked service that will remain at a separate location. Up to 20,000 people are anticipated to access the Crisis Response Services each year.

MAIN FUNCTION:

Under the general direction of the CRC Manager and Clinical Team Leaders, and in collaboration with the CRC Clinical Team, the incumbent is responsible for providing clinical services to individuals in mental health or psychosocial crisis.

MAJOR RESPONSIBILITIES:

CRISIS INTERVENTION: SCREENING

Indicators:

The Clinician

- Engages client in a manner that builds trust and utilizes a trauma informed lens
- Provides a brief screening function for the purpose of establishing priority for clinical intervention and the appropriate pathway of care within the CRC
- As part of the screening process takes client's vital signs
- At all times in working with the client any family, formal or informal supports that are present are welcomed and included in the process as appropriate
- Reviews existing information on client including any plans

CRISIS INTERVENTION: ASSESSMENT

Indicators:

The Clinician:

- Collects complete and accurate data and prioritizes identified needs;
- Evaluates potential safety risks and child protection issues and addresses these concerns in a plan of intervention. Appropriate agencies are accessed as needed.

- Explores and assesses the resources, psychosocial and environmental stressors that are impacting the crisis situation;
- Performs a mental status assessment using the approved tool for crisis services; identifies signs and symptoms of mental illness/distress;
- Completes a Risk Assessment for Suicide using the ASIST model;
- Evaluates potential for violence, serious medical complications, victimization and breakdown of support systems
- Determines the next step in the clinical pathway for the individual within the CRC program

CRISIS INTERVENTION: CLINICAL INTERVENTION

Indicators

The Clinician will:

- Based on the assessment the clinician utilizes the most appropriate clinical intervention
- Interventions are chosen in accordance with evidence-based research
- Provides crisis intervention to ensure safety, alleviate symptoms, and empower clients;
- Facilitates communication and collaboration among clients(s) and their formal/informal supports to promote resolution of the crisis;
- Facilitates effective problem-solving techniques of the client and their formal/informal supports toward resolution of the crisis.

CRISIS INTERVENTION: PLANNING

Indicators

The Clinician

- The clinician collaboratively develops a plan of intervention with the client to minimize risk and alleviate symptoms of distress.
- Develops a follow-up plan with the client and support persons that may include referrals to appropriate resources. The Clinician identifies existing services and incorporates existing treatment plans in the development of the intervention plan.
- Evaluates the need for accessing emergency services and facilitates timely access.
- Educates clients(s) regarding availability and accessibility of resources.
- Advocates for clients in accessing of resources and ensures the links have been established;
- Completes necessary referral and consent forms.

CRISIS INTERVENTION: DOCUMENTATION

The Clinician assumes primary responsibility for ensuring clear and concise reports which detail the nature of the crisis, assessments, the specific interventions and plans for safety and follow-up for each community visit or crisis call. Documentation complies with the required format, policies and legal guidelines.

An electronic health record will be utilized, and whenever possible documentation will be completed concurrently with the client in the field.

Information to update a client's status within the CRC will be maintained and updated.

DECISION MAKING AND ACCOUNTABILITY

The clinician is expected to work collaboratively with other team members. The clinician will be accountable for determining:

- The appropriate action to ensure safety of the client and those around them;
- Creating effective discharge and transition of care planning.

Guidelines to be used for decision making may include, but are not limited to, Policy and Procedures, Mental Health Act, Child & Family Services Act, and the Personal Health Information Act.

COLLABORATIVE CARE

The CRC will be supporting a collaborative model of care to ensure quality care as well as effective utilization of resources. The CRC walk-in crisis clinician may at times also provide the same clinical function for individuals that need mobile services in the field, or phone dispatch services.

- Ability to seek out, integrate and value as a partner, the input and ongoing involvement of each patient/client/resident/family/community when designing and implementing care and services
- Ability to differentiate among one's own role and the roles of other health providers to appropriately establish and achieve patient/client/resident/family/community goals
- Ability to apply the principles of cultural proficiency, team dynamics and group processes to enable quality patient care and effective interprofessional collaboration to emerge in everyday practice
- Ability to apply leadership principles that support a collaborative practice model including shared decision-making and accountability for one's own actions
- Ability to consistently communicate in a respectful, responsive, and responsible person-centered manner
- Ability to engage self and others, including the patient/client/resident/family/community in a positive manner to constructively address disagreements as they arise
- Ability to engage in relationships with care, dignity and respect regardless of race, ethnicity, culture, ability or language proficiency.
- 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.