

<b>Job Description</b>						
 <b>NORTHERN</b> <b>HEALTH REGION</b>	<b>Site:</b>	Thompson				
	<b>Department:</b>	Hope North Recovery Centre				
	<b>Reports to:</b>	Manager, Hope North Recovery Services				
	<b>Code #:</b>	JD-31-080	<b>Employee Group:</b>	MAHCP	<b>WS#:</b> <b>(FAC)</b>	NA
	<b>Issue Date:</b>	March 21, 2016		<b>Last Edit Date:</b>	January 23, 2018	
	<b>Job Title:</b>	<b>Mobile Crisis Clinician</b>				

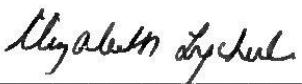
<b>Summary:</b>	<p>The Clinician provides crisis services to children, youth and their caregivers in response to mental health distress, suicide and/or addictions concerns. Responses can be provided in person wherever possible by phone or telehealth. Utilizing knowledge and skills to empower clients, leads clinical responses providing culturally safe services that include triage, assessment, planning, recommendations, referrals and discharge. Provides consultation services to caregivers and trusted adults, to medical and emergency personnel, and/or agency staff pertaining to youth in crisis. All responses to crisis will be with the goal of mitigating or decreasing the current crisis, reducing current risk factors while increasing protective factors of children/youth at risk of suicide.</p> <p>Provides services that are recovery oriented and based on the principles of connectedness, hope, identity, meaningfulness and empowerment. Strives to improve access and ensures that the services provided to clients are recovery-oriented as defined by the Mental Health Commission of Canada. Follow protocols for assessment and discharge of suicidal children put forth by the Province of Manitoba.</p> <p>Participates in assertive outreach to the communities of the Northern Health Region (NHR), taking opportunities to be present in the community(s) to raise awareness of services and supports, to decrease stigma associated with mental health difficulties, to promote strategies for positive mental health, to promote community based suicide prevention initiatives and to promote the services available through Hope North Recovery Centre.</p> <p>The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Person, Child Abuse Registry Check and Adult Abuse Registry Check and adhere to all NHR policies and procedures.</p>
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<b>Competencies / Requirements:</b>	
<b>Degrees, Certificates and Licenses:</b>	<ul style="list-style-type: none"> <li>• Degree in Social Work, Psychology, or a related discipline (combinations of education and experience may be considered)</li> <li>• Current active registration with the applicable registry body (if applicable)</li> <li>• Applied Suicide Intervention Skills Training an asset</li> <li>• Mental Health First Aid for Adults who Interact with Youth an asset</li> <li>• Current certification from a recognized Healthcare Provider Basic Life Support (BLS), or obtain within three (3) months of commencing employment</li> <li>• Must have a valid Manitoba Class V driver's license and access to a vehicle</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• One (1) year relevant experience within the past five (5) years</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated in-depth knowledge of mental health issues, systems and services, systems theory, child/adolescent development, trauma informed care principles Knowledge of and ability to apply principles of the “Circle of Courage” and “Collaborative Problem Solving” approaches Knowledge of Recovery Oriented Guidelines, Mental Health Commission of Canada</li> <li>• Familiar with Windows based programs (Microsoft Word, Excel, Outlook) and Internet</li> <li>• Thorough knowledge of addiction, cause and effects, evidence based models of treatment and their application to Northern indigenous cultures in particular</li> <li>• Knowledge of emergency mental health and crisis stabilization systems and supports</li> <li>• Knowledge of the Mental Health Act, Child and Family Services Act and other relevant legislation</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Demonstrated assessment and crisis intervention skills</li> <li>• Demonstrated advanced clinical reasoning and decision-making skills</li> <li>• Demonstrated ability to engage with youth and their caregivers/supports</li> <li>• Effective written and verbal communication skills</li> <li>• Demonstrates interpersonal skills through clear communication and positive behavior</li> <li>• Ability to work effectively in a multi-disciplinary team</li> <li>• Ability to deal with life-threatening situations, including suicidal ideation</li> <li>• Comprehensive skills in case management, collaboration, program development and evaluation and urgent response</li> <li>• Ability to understand and follow verbal and written communication in English</li> <li>• Ability to work in a team environment</li> <li>• Ability to speak Cree an asset</li> <li>• Ability to work with minimal supervision</li> <li>• Ability to respect and promote a cultural diverse population</li> </ul>
<b>Duties:</b>	<ol style="list-style-type: none"> <li>1. Advocates on behalf of the Northern Health Region as a whole</li> <li>2. Promotes safety and health in the workplace</li> <li>3. Contributes to a culture of client and staff safety</li> <li>4. Provides clinical services in response to youth in crisis, their families and caregivers</li> <li>5. Assumes responsibility for promoting health wellness and life skills education throughout youth, families, medical staff, community workers, agency personnel and concerned adults</li> <li>6. Employs the principles of Collaborative Proactive Solutions and Circle of Courage principles while interviewing, communicating, providing crisis intervention and ensuring follow-up care</li> <li>7. Ensures continuity of client care and effective communication within the team, the department and the organization</li> <li>8. Ensures Continuous Quality Improvement</li> <li>9. Demonstrates professionalism within Code of Conduct</li> <li>10. Demonstrates Leadership Qualities</li> <li>11. Ability to recognize and pursue self-development opportunities</li> </ol>
<b>Working Conditions:</b>	<ul style="list-style-type: none"> <li>• Shift Work, Evenings and Weekends required</li> <li>• Some overtime required</li> <li>• Flexibility to respond to crisis calls</li> <li>• Travel, including gravel and winter roads, and where applicable, by small plane within the Region year round; may be unpredictable</li> </ul>

<b>Decision Making:</b>	<ul style="list-style-type: none"> <li>• Daily management/activity of the office</li> <li>• Must be receptive to a team approach in problem solving and process development</li> <li>• In consultation with the Clinical Lead, will demonstrate the ability to recognize own learning needs, orientation to practice needs and take initiative in planning to address these needs</li> <li>• In consultation with the Clinical Lead, will participate in making decisions that result in the delivery of quality care to all clients, families and communities receiving service</li> </ul>
<b>Key Working Relationships:</b>	<ul style="list-style-type: none"> <li>• Manager</li> <li>• Clinical Lead</li> <li>• Recovery Support Navigators</li> <li>• Clients (Youth, Families/Caregivers)</li> <li>• Mental Health Clinicians</li> <li>• Referral sources</li> <li>• External partners</li> <li>• Community Resources, eg. RCMP, Nursing Stations, Community Health/Mental Health Workers, lawyers, probations, parole, physicians, psychiatrist</li> <li>• Self-help groups</li> <li>• General Public</li> </ul>
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><i>It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.</i></p>	

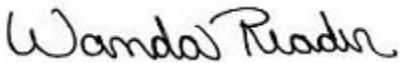
Approved By:

  
\_\_\_\_\_  
VP, Director or Manager

January 24, 2018

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Date

Reviewed by Human Resources:

  
\_\_\_\_\_  
VP Human Resources & Chief HR Officer

January 24, 2018

\_\_\_\_\_  
Date

## **JOB DUTY ACTIVITIES FOR**

### **MOBILE CRISIS CLINICIAN**

**JD-31-080**

<b>Job Duties from Job Description</b>	<b>Performance Measures</b>
1. Advocates on behalf of the Northern Health Region as a whole	1.1 Promotes the mission, vision, values and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), RHA policies and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Promotes safety and health in the workplace	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other workers 2.3 Understands and follows legislation and workplace safety and health requirements 2.4 Reports incidents and unsafe acts and hazards 2.5 Cooperates with the Workplace Safety and Health Committee and Employer on safety and health issues 2.6 Complies with the Respectful Workplace policy
3. Contributes to a culture of client and staff safety	3.1 Commits to client and staff safety as a key professional value and an essential component of daily practice 3.2 Uses appropriate protective clothing/equipment 3.3 Integrates client safety practices into daily activities for example by recognizing, reporting adverse events and near misses, maintaining confidentiality and risk awareness 3.4 Recognizes, responds, and reports adverse events and near misses
4. Provides clinical services for youth in crisis, their families and caregivers	4.1 Responds to crisis calls, triage and prioritize calls for assistance 4.2 Completes mental health assessments using a biopsychosocial model of assessment wherever possible, incorporating information from the youth, caregivers, medical professionals, community workers and agency personnel 4.3 Completes documentation records by end of shift, with key information marked for follow-up by the Recovery Support Navigator for Mobile Crisis or the next Crisis Team coming on shift 4.4 Communicates findings of assessment with persons involved and responsible for the youth's care and safety (including the youth) for the purpose of collaborating and planning for implementation of the discharge and wellness plan. 4.5 Screens for suicide all children/youth referred for assessment and/or services 4.6 Completes suicide risk assessments and safety plans for children and youth at risk of suicide 4.7 Coordinates follow-up appointments with the youth and

	<p>4.8 Provides means restriction counseling with caregivers</p> <p>4.9 Provides consultation services to caregivers and trusted adults, to medical and emergency personnel, and/or agency staff pertaining to youth in crisis, service options and resources</p>
5. Assumes responsibility for promoting health wellness and life skills education for youth, families, medical staff, community workers, agency personnel and concerned adults or youth	<p>5.1 Provides education and information regarding resources available locally, regionally and provincially related to mental health difficulties, addictions services, mental health services, emergency resources and other resources that may be deemed helpful. This information may be provided to youth, families, medical staff, community workers, agency personnel and concerned adults or youth.</p> <p>5.2 Establishes and maintains professional working relationships and regular communication with community and other related organizations.</p> <p>5.3 Participates in knowledge exchange activities with related organizations by maintaining regular correspondence, sharing and inquiring about resources, and advocating for quality service delivery</p>
6. Employs the principles of Collaborative Proactive Solutions and Circle of Courage principles while interviewing, communicating, providing crisis intervention and ensuring follow-up care	<p>6.1 Develops and maintains positive working relationships with youth in crisis, their families/caregivers, key persons in the communities throughout the region, taking necessary time to understand community issues, resources and specific needs of the youth, their family and the community.</p> <p>6.2 Therapeutically engage, establish connection, reinforce strengths and support skill development with youth in crisis, their families and caregivers</p> <p>6.3 Maintain and terminate client interactions through ongoing dialogue with youth, their families and caregivers with a plan for follow-up and termination as deemed appropriate.</p> <p>6.4 Works collaboratively and cooperatively with other service providers requesting information, consultation, resources or support</p>
7. Ensures continuity of client care and effective communication within the team, the department and the organization	<p>7.1 Maintains current and accurate confidential records of clients' files and attends to related requests for documentation in a timely and consistent manner</p> <p>7.2 Consults with Manager and other team members as appropriate with respect to difficult or unusual assessment/referral issues</p> <p>7.3 Follows the policy and procedures of the organization, and consult with the Clinical Lead and/or Manager, other team members as needed, especially with respect to difficult or unusual assessment and/or referral issues</p> <p>7.4 Informs Crisis Worker, staff, through report and/or notation, of pertinent information regarding their clients that Crisis staff needs to know to carry out their duties effectively</p> <p>7.5 Participates with the Manager in ensuring a continuous quality improvement philosophy exists for the services</p> <p>7.6 Participates in team meetings at the start of every shift and as scheduled to discuss cases referred, issues not resolved, the plan of action for the shift, triaging and prioritizing calls</p> <p>7.7 Contributes as a member of a multidisciplinary crisis team in</p>

	<p>the development of strategic planning including vision, mission, guiding principles, goals, policies and procedures</p> <p>7.8 Identifies trends in service requests, gaps in service, training needs and resources required by way of a monthly report to be provided to the Program Manager</p> <p>7.9 Communicates with Manager and team to promote efficient operation and high morale</p> <p>7.10 Communicates with co-workers in achieving efficient operation of the department/program</p> <p>7.11 Communicates with co-workers in promoting inter-program, inter-departmental and regional operations</p> <p>7.12 Assists with training and mentoring new staff as required</p>
8. Ensures Continuous Quality Improvement	<p>8.1 Participates in Accreditation process and committee activities</p> <p>8.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>8.3 Embraces LEAN methodology</p>
9. Demonstrates professionalism within Code of Conduct	<p>9.1 Demonstrates the ability to accept and adjust to change</p> <p>9.2 Assumes responsibility for own actions</p> <p>9.3 Exhibits initiative in the work environment</p> <p>9.4 Appears professionally as described in the NHR and department dress code policies</p> <p>9.5 Reports for work as scheduled in a prompt manner</p>
10. Demonstrates Leadership Qualities	<p>10.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework</p> <p>10.2 Leadership Competency Self-Assessment – Leading in Situations</p>
11. Ability to recognize and pursue self-development opportunities	<p>11.1 Reviews and keeps up to date with policies and procedures of the NHR</p> <p>11.2 Completes Absorb mandatory courses as required</p> <p>11.3 Attends required staff training sessions, in-service programs, or seminars as required</p> <p>11.4 Maintains and updates skills and certification(s) as required</p> <p>11.5 Attends scheduled staff meetings and any other required meetings</p> <p>11.6 Uses self-evaluation, new learning, and evidence in professional development</p>