

	JOB DESCRIPTION	
	Position Title: Program: Service: Accountable to:	MOBILE CRISIS RESPONSE WORKER Mental Health and Addictions District Mental Health and Addictions District Mental Health and Addictions Services Manager
Issued By: Date Issued:		Date Revised: JULY 2020 Classification:

PURPOSE AND SUMMARY:

Under the direction of the District Mental Health and Addictions Services Manager, the Mobile Crisis Response Worker is primarily responsible to act as a first response intervention for mental health and/or addictions related crisis where the individual requests or is deemed in need of mental health/addictions crisis response intervention. The worker will assist in deescalating the acuity of the crisis, support the individual to stabilize, and link the individual to local mental health and addictions services as required. Secondary to that, where necessary, the worker will provide follow-up brief intervention support to service recipients.

The Mobile Crisis Response Worker will promote the mission and philosophy of Dilico Mental Health and Addictions Services and assist with program planning and development, resource utilization management, continuing education, quality assurance, and risk management throughout the catchment area, to ensure that the daily operations and coordination of service delivery staff meet the goals and objectives of the Agency.

DUTIES AND RESPONSIBILITIES:

1. **Service Responsibilities**

Under the direction of the District Mental Health and Addictions Services Manager and in accordance to the program policy, standard and procedures, the Mobile Crisis Response Worker is responsible for:

- a. first response intervention for any mental health and/or addictions related crisis where the individual requests or is deemed in need of mental health/addictions crisis response intervention by either the local police detachment, local hospital, or local First Nation representative;

Job Description – Transitional Discharge Worker

- b. using clinical skills assist in de-escalating the acuity of the crisis, support the individual to stabilize, and link the individual to local mental health and addictions services as required;
- c. completing risk assessments and safety plans to determine needs and eligibility for local mental health and addictions services;
- d. supporting successful transitions in care to potential local service providers;
- e. where necessary, provide follow-up brief intervention support to service recipients;
- f. liaising with formal and informal support networks to determine existing available local supports;
- g. developing, implementing and monitoring brief service plans in consultation with clients and caregivers, encouraging optimal client self-determination;
- h. liaising with service providers to arrange and authorize necessary services, equipment and devices, medical supplies, and transportation;
- i. organizing coordinated, integrated care within a multi-disciplinary team approach;
- j. communicating with multi-disciplinary service providers, service recipients and support networks;
- k. plan for culturally appropriate care services in collaboration with the multi-disciplinary team;
- l. attending planning case conferences in hospital settings which includes working with Hospital staff;
- m. coordinating in-community meetings with local service provider staff and relaying transition recommendations and safety plans information.

2. Organizational Responsibilities

As a representative of Dilico, the Employee is responsible for:

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;

Job Description – Transitional Discharge Worker

- f. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- g. ensuring accuracy, confidentiality and safekeeping of agency records;
- h. participating constructively in the supervision process with the immediate Manager.

QUALIFICATIONS:

1. **Education:**

A three year Diploma in the Social Services field is required.

2. **Work Experience:**

- a. three (3) years direct experience in the delivery and/or coordination of crisis response services;
- b. demonstrate sound knowledge and experience in community-based care service delivery;
- c. a combination of education and work experience pertaining to District community based health care services will be considered.

3. **Skills/Abilities:**

- a. proven ability to apply clinical skills in the development, assessment, planning, coordination, and monitoring of services;
- b. ability to translate relevant health legislation into agency based policies and procedures;
- c. deliver health education and interpret programs and policies;
- d. demonstrated ability to effectively collaborate with First Nations communities and service providers in the development and co-ordination of programs and services;
- e. demonstrated ability to identify, develop and sustain resource networks in a rural setting;
- f. excellent interpersonal, organizational, time management, decision making, and problem-solving skills;
- g. excellent written and verbal communication skills, including proficiency in computer applications;
- h. ability to maintain confidentiality;
- i. ability to follow direction and work within the policies, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
- j. good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in rural communities within the District of Thunder Bay;
- k. ability to understand and/or speak an Anishinabek language;

CONDITIONS OF EMPLOYMENT:

- a. must be able to work flexible hours including during evenings and weekends;
- b. provide on-call services;
- c. must be certified in CPR and Standard First Aid;
- d. must be able to travel regularly, have a valid Ontario Driver's License and have access to a personal vehicle;
- e. a criminal records/vulnerable sector check and child welfare check is required upon hiring.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.