



UNION JOB DESCRIPTION

JD1913

JOB TITLE:	Crisis Services Nurse (RN/RPN)	JOB DESCRIPTION NO.:	N.NI.25001.006/N.CI.25001.020
CLASSIFICATION:	Community Health - Profile Classification - Level 3	GRID/PAY LEVEL:	NL3
COLLECTIVE AGREEMENT:	Nurses Bargaining Association	HSCIS NO.:	25001
UNION:	BCNU	JOB/CLASS CODE:	25001
PROGRAM/DEPARTMENT:	Mental Health & Addiction Services	BENCHMARKS (If Applicable):	
REPORTING TO:	Coordinator		
FACILITY/SITE:	VIHA: CI, NI		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Working as a member of a multidisciplinary care team in a variety of settings in the community, the Crisis Services Nurse provides crisis intervention and stabilization, nursing and clinical assessments, consultation and referral for clients presenting in person, by referral or via the Crisis Services Network with mental health and/or alcohol and drug use crisis.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. As a member of a multidisciplinary crisis services team, provides clinical crisis intervention services in a variety of community settings by:

- Responding to crisis/emergency situations that are self-referred or referred from community agencies, including hospitals;
- Providing mental health and/or alcohol and drug use and/or withdrawal management assessments;
- Ensuring all clients have a crisis stabilization and referral plan developed in partnership and coordinated with the client and caregiver/family and appropriate community services;
- Utilizing a crisis intervention model for stabilization and referral;
- Acting as client advocate;
- Providing medication management, which may include administering medication, monitoring/assessing client response to medication, providing education to client and/or caregivers/family regarding medication;
- Performing the function of coordinating crisis intervention services required in each situation;
- Providing culturally sensitive care and services;
- Documenting observations, interventions and outcomes in client records;
- Reviewing client records to monitor and evaluate crisis intervention outcomes; and
- Maintaining required statistical documentation.

2. Provides comprehensive crisis intervention services by:
 - Ensuring safe risk management in every crisis situation for the client, self, and others involved;
 - Assisting team members by providing backup and input/feedback
 - Attending at a variety of settings in the community, such as private homes, physician's offices, on the street, in detention cells, detox centre and hospital emergency departments; and
 - Developing community support components of crisis intervention/stabilization plans that maximize the client's inclusion in the life of the community in collaboration with client, family, contracted support services, community agencies, and other sources of support for the client.
3. Carries out quality assurance activities and projects, analyzing and acting upon information received through incident reports, evaluations and other data, including collecting and compiling statistical data for research and evaluation purposes and contributing to the development of outcome measures for Mental Health and Addiction Services.
4. Ensures a safe and healthy working environment by observing universal precautions and infection control procedures; removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing rules regarding safety.
5. Communicates and shares information with community agencies and the public about mental illness and mental health and/or addiction services, promoting good public relations and facilitating an efficient and cooperative relationship.
6. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Registration with BC College of Nurses and Midwives as a practicing RN registrant or a practicing RPN registrant. Recognised post basic education related to psychiatric nursing and/or mental illness; two (2) years recent related experience. A significant understanding of mental health, alcohol and drug use/withdrawal management, and concurrent disorder issues. Knowledge of applicable legislation, such as the Mental Health Act and the Guardianship Act. Knowledge of available programs, their interrelationships, and their function in delivering care in the community to persons with mental illnesses, addiction and/or concurrent disorders. Knowledge of mental health and alcohol and drug use/withdrawal management triage and assessments, crisis intervention strategies, the change process, and community dynamics; or an equivalent combination of education, training

Skills And Abilities

- Apply nursing process as required and described in BC College of Nurses and Midwives Standards of Nursing Practice.
- Demonstrate clinical competence congruent with crisis intervention and drug use/withdrawal management;
- Communicate effectively, both verbally and in writing
- Deal with others effectively
- Sound organizational, problem solving and teaching skills
- Sound judgment, good observation and client assessment skills, tact and empathy
- Work independently in a variety of traditional and non-traditional settings, demonstrating initiative, with limited supervision
- Work cooperatively as part of a multidisciplinary team
- Promote positive change and independence
- Prioritize and organize client demands made and care needs

- Physically and emotionally carry out the duties of the position
- Operate a personal computer with a variety of windows based software
- Foster good public relations
- Operate related equipment
- Maintain a commitment to continued professional development as required by the employer
- Use personal vehicle