



UNION JOB DESCRIPTION

JD4457

JOB TITLE:	MHSU Access & Crisis Response Counsellor	JOB DESCRIPTION NO.:	4457
CLASSIFICATION:	Disciplines Allied to Social Work P1	GRID/PAY LEVEL:	H-I-P1
COLLECTIVE AGREEMENT:	Health Science Professionals	HSCIS NO.:	50001
UNION:	BCGEU	JOB/CLASS CODE:	50001
PROGRAM/DEPARTMENT:	Mental Health and Substance Use; Emergency Services	BENCHMARKS (If Applicable):	
REPORTING TO:	Coordinator or designate		
FACILITY/SITE:	VIHA South Island Health Services Delivery Area; RJH		

JOB SUMMARY:

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

Under the direction of the Clinical Coordinator or designate, works within the organization's framework and standards and a rehabilitation/recovery harm reduction focused model. The MHSU Access & Crisis Response Counsellor works as a member of a multidisciplinary team and with other community agencies to provide triage, immediate support, assessment, urgent clinical response, harm reduction, short term psychotherapeutic/stabilization services, exploration of community resources and client needs, liaison and coordination with other community services. Participation in planning priorities for service to adults with mental health and addictions problems is required

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of VIHA in accordance with the service assignment and may require the use of a personal vehicle and valid BC Drivers' License.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. As a member of the multidisciplinary care team, provides service in the community setting by:
 - Provides harm reduction services, immediate support, assessment and referral for clients in a trauma informed and culturally competent framework;
 - Conducts initial screening and triage of incoming referrals, in consultation with on-shift partners, providing mobile crisis response in partnership with other crisis response staff when necessary;
 - Provides psychiatric/risk assessment, gathering collateral information, and exploring community resources with clients by phone, in the office, or on an outreach basis when required and as directed;
 - Facilitates the provision of short-term crisis stabilization follow-up, and referrals to other service providers where appropriate;
 - Ensures all clients have a service plan that maximizes rehabilitation and utilizes relevant community supports that are developed in partnership and coordinated with the client and caregiver/family and the interdisciplinary team;
 - Proactively engaging in front-line community liaison with other service providers in the interest of enhancing continuity of care for clients; routinely updating information on community services frequently referred to; documenting observations, interventions and service outcomes in client records; and

- Reviews client records to monitor and evaluate care/treatment outcomes; and maintaining required statistical documentation;
2. Provides services that are continuous in all phases of mental health, alcohol and drug addiction, and concurrent disorders treatment and support by:
- Collaborating and consulting with other service providers on the interdisciplinary team by providing input and feedback;
 - Delivering services at various sites in the community, including private homes as assigned;
 - Participating in and delivery educational sessions for clients and their families; and
 - Developing community support components to service plans that maximize the client's inclusion in the community in collaboration with client, family, and other sources of support for the client
3. Under the direction of the Coordinator or designate, 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 Addictions Services.
4. Communicates and shares information with community agencies and the public about mental illness and mental health and/or alcohol and drug addiction services, promoting good public relations and facilitating efficient and cooperative relationships.
5. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Baccalaureate Degree in a health related discipline from an approved post-secondary institution.

Recognized post-basic education related to mental illness and/or alcohol and drug addiction; two (2) two years' recent related experience in areas requiring frequent crisis intervention and risk assessment, such as policing, crisis counseling, paramedic or other similar work environment; understanding of mental health and alcohol and drug addiction issues; psychiatric and suicide/homicide risk assessments, psychiatric and addictions treatment methodologies, crisis intervention and response techniques and strategies, the change process, and community dynamics; knowledge of available programs and services, their interrelationships, and their function in delivering care in the community; knowledge of applicable legislation, such as the Mental Health Act, Child Protection legislation, and the Adult Guardianship Act; or an equivalent combination of education, training and experience.

Valid BC Drivers License.

Skills And Abilities

- Demonstrated competence in the treatment of addiction and mental illness congruent with VIHA's framework and standards within rehabilitation/recovery, harm reduction focused model.
- Demonstrated interpersonal and clinical skills, including crisis Intervention, stabilization, de-escalation and brief psychotherapy.
- Demonstrated organizational, problem solving and teaching skills.
- Demonstrated judgment, good observation and client assessment skills, tact and empathy.
- Ability to communicate effectively, both verbally and in writing.
- Ability to work professionally and effectively with very difficult/at-risk clients.
- Ability to work collaboratively as part of a multidisciplinary team and to proactively manage and resolve conflict.
- Ability to promote positive change and independence.
- Ability to prioritize and organize workload.

- Ability to carry out the duties of the position.
- Ability to foster good public relations.
- Ability to operate a personal computer with a variety of windows based software and other office equipment.