



UNION JOB DESCRIPTION

JD801

JOB TITLE:	Child & Youth Crisis Response Counsellor	JOB DESCRIPTION NO.:	60195
CLASSIFICATION:	Disciplines Allied to Social Work P1	GRID/PAY LEVEL:	H-I-P1
COLLECTIVE AGREEMENT:	Health Science Professionals	HSCIS NO.:	50001
UNION:	HSA	JOB/CLASS CODE:	50001
PROGRAM/DEPARTMENT:	Integrated Mobile Crisis Response Team	BENCHMARKS (If Applicable):	
REPORTING TO:	Coordinator		
FACILITY/SITE:	Various SI Sites-VGH, RJH		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), 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.

Under the general direction of the Program Coordinator of Child, Youth and Family Mental Health Crisis Services, and day to day supervision by the Program Coordinator or designate of the Integrated Mobile Crisis Response Team, and in collaboration with other health professionals, both internal and external, the Child & Youth Crisis Response Counsellor (CYC) works as a member of an interdisciplinary team, and within the organization's framework and standards, to provide triage, screening/assessment, urgent clinical response, short-term psychotherapeutic/stabilization services, exploration of community resources and client needs, liaison and coordination with other community services and participation in planning priorities for service primarily for children and youth experiencing mental health crisis. As a member of an all ages crisis response team the CYC may also be required to provide support for triage, screening/assessment and urgent clinical response for adults and seniors with mental health and substance use problems in order to facilitate team triaging.

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.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. As a member of an all ages interdisciplinary care team, provides service primarily to children, youth and their families and secondarily to adults and seniors by:
 - conducting initial screening and triage of incoming referrals and in consultation with shift partners provide mobile crisis response in partnership with other crisis response staff when necessary;
 - providing crisis intervention, psychiatric/risk assessment, collateral information gathering, and exploring community resources with clients by phone, or on an outreach/mobile basis when required and as directed;
 - facilitating the provision of short-term follow-up support and crisis stabilization, including brief psychotherapeutic and behavioral interventions, and psychoeducation and support to families and other involved caregivers in order to facilitate crisis stabilization and support client and family functioning;
 - facilitating involvement of guardian/family and other supports where appropriate in the collecting of collateral information and development of a safety plan and referrals to other service providers where appropriate;

proactively engaging and liaising with other direct care service providers in the interest of enhancing continuity of care

- for clients;
 - maintaining a comprehensive understanding and routinely updating available community services for children, youth and families and referring to these services as appropriate;
 - documenting all clinical interactions, risk assessments, observations, interventions and service outcomes on an electronic database and communicating these interactions with other involved professional caregivers such as family physicians, case managers, or psychiatrists as appropriate to support continuity of care and continued stabilization for the client and family.
 - identifying and forwarding child welfare issues to the appropriate authorities;
 - facilitating conveyance to ER where appropriate, on a voluntary basis, or in partnership with police under the emergency provisions of the Mental Health Act, for further assessment by a physician;
 - reviewing client records to monitor and evaluate care/treatment outcomes and maintain required statistical documentation.
2. 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 Substance Use Services.
 3. Communicates and shares information with community agencies and the public about mental illness and mental health and/or substance use services, promoting good public relations and facilitating efficient and cooperative relationships.
 4. 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 substance use; two (2) 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, Infants Act and the Adult Guardianship Act; or an equivalent combination of education, training and experience.

Valid BC Drivers License.

Skills And Abilities

- Ability to work effectively both independently and in partnership with other disciplines as part of a collaborative and interdisciplinary crisis response team.
- Demonstrated listening and information seeking skills that promote communication and lead to a co-operative approach to problem solving within an interdisciplinary setting.
- Demonstrated and proven interpersonal and clinical skills, including crisis intervention, stabilization, de-escalation and brief psychotherapy.
- Clinical understanding of serious psychiatric disorders, including those first diagnosed in childhood/adolescence.
- Demonstrated organizational, problem solving and teaching skills.
- Demonstrated judgment, good observation and client assessment skills, tact and empathy;
- Comprehensive knowledge of developmental theories, family dynamics, treatment and behavior management modalities.

- Broad and comprehensive knowledge of service delivery system for children and youth at risk at the local level
- Ability to work professionally and effectively with complex/at-risk clients.
- Ability to prioritize and organize workload to meet critical deadlines.
- Demonstrated ability to adjust to new or unexpected events/changing clinical demands and to problem solve
- Broad knowledge of other health care disciplines and their role in client care and a strong ability to foster good public relations,
- Demonstrated ability in completion of documentation that is in compliance with professional, agency and legal requirements
- Demonstrated ability to communicate effectively, both orally and in writing, with patients and their families, colleagues, physicians, and other health care staff.
- Demonstrated ability to deal effectively with conflict situations, manage aggressive behaviour and use non-violent crisis intervention and behavioural management techniques
- Ability to operate a personal computer with a variety of windows based software and other office equipment.