

Job Class Profile: Mental Health Crisis Intervener**Pay Level: CG-35 Point Band: 766-789**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	3	6	4	5	4	2	5	
Points	233	83	19	29	120	108	83	43	54	772

JOB SUMMARY

The Mental Health Crisis Intervener is responsible to provide para-professional work in utilizing appropriate mental health resources to respond to the mental health needs of a person in crisis situations. Work involves short-term crisis intervention and supportive counseling services, formulation of goals, and the facilitation of resources to respond to problems.

Key and Periodic Activities

- Conducts mental health assessments and intervenes in situations where clients are in mental health crisis, which may include 24 hr on-call duties. This involves utilizing community based mental health and psychiatric approaches; determining clients needs; and facilitating the necessary arrangements required to respond to mental health problems.
- Assesses crisis situations, provides support counseling; offers strategies to assist clients in coping with stressful symptoms of illness, daily living, coping techniques; and makes appropriate interventions such as refers to community and institutional services, and provides concrete assistance with immediate crisis related problems (i.e. housing, medications, school, food, etc.). Completes and maintains necessary documentation and reports.
- Participates in clinical case conferencing and daily team meetings to organize assignments and for the implementation of program activities and its ongoing development in response to the expressed needs of the community and its clients.
- Provides consultative services to community agencies, and acts as a resource speaker on mental health issues; assists with the design, delivery, and promotion of mental health education programs and the program services; and provides symptom education to enable clients to identify their illness symptoms.
- Advocates for clients, exchanges information with family physicians, family members, client supporters, and other service providers in support of the client, and collaborates with community partners in support of same.
- Completes administrative duties (i.e. workload measurement, occupational health and safety data); and participates in research and quality assurance activities related to community mental health.
- Assists with the recruitment, interviewing, and selection of volunteers and with ongoing supervision and support; and trains and mentors volunteers.
- Participates in various programs, community, or organizational committees as required.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Mental Health and Addiction Acts, policies and procedures. — Supportive counseling, crisis management (i.e. therapeutic crisis intervention and suicide intervention), and advocacy services. — Research and evidence based practice. — Educational promotion and prevention resources. — Community resources. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Diploma or a Bachelor's Degree in Health, Behavioral and/or Social Sciences disciplines. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 3 to 4 years of experience. — Experience living with mental illness and willingness to share that expertise with team members and clients. <p>Competencies:</p> <ul style="list-style-type: none"> — Computer skills. — Skills in oral and written communication. — Excellent interpersonal skills. — Mental health assessment and intervention techniques.
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used and include: listening to information; asking questions; conducting formal interviews and counselling; providing routine, complex and sensitive information; gaining the cooperation/trust of clients and negotiating agreements with them regarding different activities/situations/processes; building rapport and providing care/comfort/nurturing; providing counselling and advice to clients, their families, and other groups; as well as handling upset or angry people and/or solving conflicts with clients; facilitating meetings, delivering formal presentations to community groups and organizations, providing expert advice/counselling, and instructing/training clients, community groups, or other professionals. — Communications occur with employees in the immediate work area, department, in and outside the organization, clients, and supervisor; and from time to time with students, the legal system, community agencies/services, professional advisor/associations, and group executives.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work activities occasionally result in fatigue requiring periods of rest. — Regularly lifts objects less than 10 lbs (i.e. files, supplies, resources, etc.). — Regularly provides mobile services in the community and thus, stands and walks when meeting with clients and performing tasks. Occasionally required to sit to work on the computer,

attend meetings, or to complete documentation and to stand to deliver formal presentations and to drive to other sites or clients homes.

- Occasionally uses gross motor skills and regularly uses fine finger movements to operate the computer mouse.

Concentration

- **Visual** concentration is required to maintain eye contact, to consider non-verbal cues and clients' health status when assessing clients, to document information into the computer, and to deliver presentations.
- **Auditory** concentration is required to listen, interpret, and reflect content and meaning back to clients during assessments. Auditory concentration is also required to listen and respond to co-workers, other professionals, and to hear questions during community events or presentations.
- Other sensory demands such as **smell** are occasionally required to detect possible conditions (i.e. influence of alcohol, other substances, or poor hygiene).
- **Eye/hand coordination** is required when using the computer mouse to perform work on the computer.
- A **high level of attentiveness and vigilance** is required when working alone and during counselling sessions to ensure safety or to detect impending danger to self and/or harm to a client.
- Activities that are **repetitive and require alertness** include meeting with, counselling, and providing services to clients, and entering data into the computer.
- There is a **lack of control over the work pace** due to crisis incidents with clients and responding to their various needs and to other emergencies.
- There are **time pressures** due to the demand for the service, documentation requirements, and required **deadlines** for scheduling and documenting clients' information. There are daily **interruptions** such as responding to crisis incidents.
- **Exact results and precision** are required to document information, to screen and use assessment tools, and to assess and prioritize cases.

Complexity

- Work typically involves a series of tasks and activities that are quite different, but allow the use of similar skills and knowledge.
- Some tasks are repetitive/well-defined, but related; however, at times task may be different with some unrelated aspects. In some instances there may be limited or no guidelines or there may simple problems with obvious solutions that can be addressed by following procedures.
- Typical complexities include assessing the crisis situation, counseling and providing concrete assistance with immediate crisis related problems (i.e. housing, financial, family, clients, addictions, suicide threat).
- References or supports which assist in problem solving are advice from the manager, Assessment Treatment Team (ATT), and following guidelines such as policies and procedures, and Mental Health Care and Landlord Tenant Acts.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.

- Work is performed as part of a team providing community services and supports to clients in crisis situations. Provides mobile one-on-one services to clients in the community and work is conducted independently in offering immediate intervention strategies and short-term assistance. Work involves providing short-term crisis intervention plans to clients; and recommendations to clients, healthcare workers, professionals, government representatives, and community groups.
- Without formal approval can provide taxi vouchers to clients, purchase small items for activities, and refer clients to community partners for resources.
- Requires approval for finances for clients for home care, board and lodging, and changes to policies and procedures.
- Has some degree of discretion to exercise within predetermined limits and procedures during crisis situations. Situations where discretion and judgment are used to interpret directions and apply guidelines are in providing interventions to clients.
- A high degree of discretion is exercised when assessing clients to determine clients' mental health status and involve the necessary supports.

Impact

- Impacts generally affect the department, outside the organization on community groups, and on clients and their families.
- Work activities impact on resources such as: processes and systems (i.e. services and activities provided to clients; information (i.e. resources, forms, education and awareness of mental health issues); finances (i.e. home support and board/lodging applications); human resources; health and safety (i.e. support and counselling given to them); and corporate image.
- Work activities can have either a negative or a positive impact. If clients do not receive proper interventions in a timely manner, this could have severe impact on their well-being. However, if clients are seen in a timely manner, and receive and follow the appropriate interventions, then this has a positive impact on their well-being and their families.
- Errors that could occur when performing normal activities include improper completion of forms and applications which result in a delay in services/resources, and a breach of confidentiality.
- Errors are mitigated as advice and guidance from the ATT members, the manager, or other health professionals is available.
- Errors are identified within 24 hours of problem identification.

Development and Leadership of Others

- Does not provide bargaining level supervision to staff.
- May provide: on the job advice/guidance, job direction, orientation, and job training to new employees; formal classroom training to community groups; and may be required to organize, delegate, and co-ordinate the work of volunteers.
- Does not provide team or project lead activities.

WORKING CONDITIONS

Environmental Working Conditions

- Required to take special precautions as work is performed for clients in crisis who potentially may be aggressive, follows safety precautions (i.e. practices self care, team support, adheres to

safety precautions identified in the working alone policy and other policies) and ensures safety checks are in place during home visits and travel.

- There is limited likelihood of receiving minor cuts or illness, fractures, and occupational illnesses resulting in partial or total disability if normal precautions are followed.
- Regularly there is exposure to physical dangers or threats from potentially aggressive or upset clients, and regularly drives to clients' homes, sometimes in adverse weather conditions. Occasionally, there is exposure to infectious diseases (i.e. Hepatitis C, HIV, and AIDS), bodily fluids (urine samples), odors, and sharp objects (needles).