

External Job Posting:

Mobile Crisis Worker
Full-time Contract

AGENCY OVERVIEW:

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:

The Mobile Crisis Worker assists clients and families to stabilize and manage a current crisis they are experiencing through a brief intensive outreach approach. The Mobile Crisis Worker provides brief, home-based risk assessment, de-escalation, and linking to follow-up services to children, youth and families experiencing acute psychosocial crisis. The Mobile Crisis Worker works in partnership with community agencies and within a multi-agency, multi-disciplinary context.

This is a full-time (35 hours/week) contract position until March 31, 2019.

RESPONSIBILITIES:

- Responds to referral agent, gathering all relevant information, and determines the appropriateness of all referrals as per existing protocols.
- Assesses risk factors and gains an understanding of the factors contributing to the current psychosocial difficulties and safety through initial phone contact.
- Evaluates the severity of the crisis situations and determines the best response (phone support, mobile response, etc.).
- Responds to the client in the home or community utilizing crisis intervention strategies, de-escalation techniques when a mobile response is warranted.
- Completes various screening tools, i.e. Mental Status screening or Suicide Risk assessment seen as appropriate in determining the next course of action.
- Develops a crisis management service plan in a proactive manner, utilizing family strengths and resources augmented with community resources.
- Engages children, relate to youth with warmth and understanding, in nonjudgmental strength based approach.
- Forms strong therapeutic alliances with parents and provide creative input in designing the individualized service.
- Work autonomously within a multi-agency team context and in the community.
- Liaises with the client, family, physicians, F&CS, police, crisis clinics, and other community agencies with regard to risk factors, consultation, treatment planning and/or referrals.
- Links clients and families to follow-up services and/or advocates for resources and provides interim support while waiting for services, as needed.
- Communicate openly and honestly with families, staff and supervisor.
- Follows all worker safety protocols when working within a community outreach approach.
- Works closely with the supervisor/manager in regards to all high-risk situations and utilizes on call support for supervisory input after regular business hours.
- Collects information and completes documentation requirements per Carizon/Lutherwood documentation policy/program standards.
- Maintains current knowledge of community resources and liaises with community.



- Participates in and / or delivers staff training and development.
- Complies with the policies and procedures of both agencies where applicable as outlined in the service area manuals and service agreements including all legislative and accreditation requirements.
- Participates in supervision with the Clinical Supervisor.
- Represents Carizon and Lutherwood in the community.
- Participates in Carizon committees and task forces.
- Complies with Carizon policies and with the duties imposed by law or contract and the policies and procedures for performing the job in a safe and healthy manner.
- Takes an active role in promoting and protecting personal health and safety and the health and safety of others, both staff and consumers.
- Performs other duties as assigned.

EDUCATION/KNOWLEDGE/EXPERIENCE:

- Diploma or degree in Child and Youth Work or related discipline such as B.S.W. or Social Services Diploma
- Membership within a professional association is preferred
- Minimum 3 to 5 years successful crisis intervention experience or a minimum of 5 years relevant education and special experience or skills
- ASIST training considered an asset

A flexible work schedule (must be available to work between 9am to 9pm) as well as valid driver’s license and access to a reliable vehicle are required for this position.

HOW TO APPLY:

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last date of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

**Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<u>SALARY:</u> Job Grade 7	<u>STATUS:</u> Full-time Contract	<u>COMPETITION NUMBER:</u> 28-18 (NUC-27)
<u>LOCATION:</u> Kitchener/Waterloo	<u>HOURS OF WORK:</u> 35 hours/week	<u>POSTING PERIOD:</u> June 20-28, 2018
<u>EMPLOYEE GROUP:</u> Non-union	<u>SCHEDULE:</u> TBD	<u>START DATE:</u> TBD