

**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.

**RESPONSIBILITIES:**

- Responds to referral agent, gathering all relevant information, and determines the appropriateness of all referrals as per existing protocols.
- 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.
- Follows, develops and modifies working protocols with other agency partners in consultation with the supervisor.
- Follows all worker safety protocols when working within a community outreach approach.
- Utilizes internal resources for support as required.
- Participates in designing, delivering and evaluating the overall program.
- 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.
- Educates the community of the capabilities and limitations of the type of service provided.
- Develops crisis and safety plans and completes any coverage notes as part of the on call support system.
- Collects information and completes documentation requirements per Lutherwood/Carizon documentation policy/program standards.
- Informs and updates team members and supervisor with regards to high-risk situations and daily whereabouts.
- Communicates high-risk client situations to supervisor and consults with supervisor regarding treatment direction and follows direction accordingly on an ongoing basis.
- Maintains current knowledge of community resources and liaises with community.
- Documents child maltreatment concerns and follows guidelines in accordance with C.F.S.A.
- Participates in and / or delivers staff training and development.
- Acts as a resource to children, youth, families and community partners.
- 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 Lutherwood and Carizon in the community.
- Participates in Carizon committees and task forces.
- Complies with Carizon policies and

- Complies 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.
- Committed to helping children, youth and families remain intact through a community outreach approach.
- Performs other duties as assigned.
- 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 whether or not a mobile response is warranted or if phone support and referral onto other services is sufficient.
- Critically analyzes and makes independent case decisions
- Provides as well as take direction
- Develops a crisis management service plan in a proactive manner, utilizing family strengths and resources augmented with community resources.
- Develops program protocols under the direction of the Program Manager and in collaboration with community partners.
- 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.
- Manages and responds to crisis situations and assists clients in stabilizing and brings in the appropriate resources.
- 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
- Communicate openly and honestly with families, staff and supervisor.
- Able to work in partnership with parents and other service providers

**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 field experience, or a minimum of 5 years relevant education and special experience or skills

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](mailto: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.*

<b><u>SALARY:</u></b> Job Grade 7	<b><u>STATUS:</u></b> Full-time Contract	<b><u>COMPETITION NUMBER:</u></b> 53-17 (NUC-50)
<b><u>LOCATION:</u></b> Kitchener/Waterloo	<b><u>HOURS OF WORK:</u></b> 35 hours/week	<b><u>POSTING PERIOD:</u></b> December 5-11, 2017
<b><u>EMPLOYEE GROUP:</u></b> Non-union	<b><u>SCHEDULE:</u></b> TBD	<b><u>START DATE:</u></b> TBD