



Aboriginal Health & Wellness Centre of Winnipeg, Inc.

181 Higgins Avenue, Suite 215 Winnipeg, Manitoba R3B 3G1
Telephone: (204) 925-3700 Fax (204) 925-3709

* JOB POSTING *

Position: MENTAL HEALTH CRISIS COUNSELLOR

Department: Clinical Operations

Site: Aboriginal Health & Wellness Centre of Winnipeg, Inc. (AHWC) *in* the Neeginan Centre

Address: 181 Higgins Avenue

Reports to: Director of Primary Care Clinic

Status: 1.0 FTE (7.5 hrs/day)

Hours of Operation: 8:45am – 4:30pm (at times Monday – Friday may require overtime to support patient care)

Union: Manitoba Association of Healthcare Professionals (MAHCP)

Salary: \$40,916, \$42,144, \$43,409, \$44,711, \$46,052, \$47,433

Date: Immediately

JOB OVERVIEW

This unique role will support AHWC as a whole between its existing 14 programs. The Clinician will be stationed in the Primary Care Clinic, however, will respond to crisis calls that arise throughout the agency programs. The Mental Health Crisis Counsellor will take the initial lead on providing the acute and comprehensive and intensive brief case management, treatment, systems navigation, and counselling for individuals in mental health or psychosocial crisis seeking support. A key function will include assisting individuals to navigate the broader community system of care to access services.

Drawing from AHWC's mission statement and values, and working as a member of a diverse, inter-professional team, this person will be a welcoming, kind, and a compassionate front-line person for community members.

EDUCATION

- Completion of a recognized Master's degree from a University in Social Services, or a related health discipline preferred
- An equivalent combination of education and experience as recognized by AHWC and Crisis Response Services may be considered.

EXPERIENCE

- Minimum of two years' mental health experience at the para-professional level, providing crisis and trauma support services to adults with mental illness required
- Preferred experience in working with individuals experiencing a psychosocial crisis
- Understanding of Recovery Oriented Guidelines
- Basic familiarity of a range of mental illness presentations
- Basic knowledge Mental Health Programs and Services
- Familiarity with relevant aspects of the Mental Health Act, Personal Health Information Act, and Child & Family Services Act
- Familiarity with Crisis Intervention Theory and risk management responsibilities

- Understanding of Trauma Informed Care
- Understands the basic tenets of Mental Health Promotion, Suicide Prevention Initiatives, and CODI Initiatives
- ASIST and Suicide Assessment and Intervention
- Knowledge and experience in working with people with substance related concerns

SPECIAL TRAINING

- Mental Health First Aide and ASIST certificates or willingness to obtain
- Basic Cardiac Life Saving Certificate, preferred
- Nonviolent Crisis Intervention training, preferred
- Safe Food Handling Certificate or willingness to obtain
- Computer skills including Internet and Microsoft Programs (Word, Outlook)
- Working knowledge of electronic medical records (EMR), preferred
- Addiction related training, an asset

ESSENTIAL SKILLS

- Cognizant and respectful of the diversity of Indigenous cultures, languages, and traditions
- Ability to work under pressure, manage multiple demands, and prioritize duties
- Ability to work independently and as part of a team
- Ability to receive and give direction
- Ability to coordinate and collaborate with resources
- Proficient at case management
- Effective problem-solving skills
- Crisis intervention and time management skills
- Strong verbal and written communication skills
- Demonstrated interpersonal skills through clear communication and positive behavior within the Respectful Workplace Policy
- Adherence to all Workplace Safety and Health regulations and Safe Work practices
- Excellent organizational skills
- Ability to respect and promote confidentiality

RESPONSIBILITIES AND DUTIES

- Welcomes and supports all Indigenous - *First Nation, Inuit, and Métis* – and non-Indigenous community members entering AHWC including people who identify as part of the 2SLGBTQIA+ community and persons who live with disabilities
- Possesses knowledge of social issues such as poverty, homelessness, food insecurity, substance use, mental health/illness, racism, and other challenges faced by Indigenous populations in Winnipeg
- Nurtures a judgement-free, shame-free environment, focused on harm-reduction and the journey of healing that the individual has defined for themselves
- Emphasizes culturally sensitive, culturally relevant, culturally safe, and person-centered care
- Delivers safe and clinical practices in accordance with: AHWC's program standards, policy and procedural operations, and organizational values and; Regional Health and Provincial protocols
- Collects and has access to Personal Health Information (PHI) and must follow Manitoba and/or WRHA instructions respecting security, use, storage, and destruction of PHI
- Maintains key working relationships: Collaborates as required with withdrawal management services and addiction treatment agencies; Interfaces with AHWC Directors and Team Leads, all Team Members, Inpatient and Community Mental Health Services, as well as external agencies/organizations, stakeholders, and general public; Works in collaboration with Mobile Healthcare team, Shared Health and WRHA care professionals/departments

- Supports and monitors individual/family: Provides orientation to individuals and families on healthcare and social services processes; apprise of wait times; Assists individuals and families to reduce any immediate distress; Monitors clients for changes in their mental and physical status and promptly reports same to Director and appropriate program team members; Is assertive during crisis intervention in a timely fashion in order to mitigate the situation, reduce risks and ensure safety; Provides support to the client and identify areas where additional or different support may be needed; Collaborates and consults with appropriate members of the AHCW program teams regarding any changes in client behavior /or required changes in the intervention process; Facilitates problem-solving techniques with the client, in consultation with AHCW program teams and other allied health professionals identified in care plan; Supports a Collaborative Care Model; Provides accompaniment on transfers to other facilities as per multi-disciplinary team plan, at the direction of Director and/or most responsible staff of the agency program.
- Documents: Engages in Intake / Registration Process with client; Documents in EMR client file, and/or manual charts (as per program requisite) all pertinent information in a clear and concise manner and in accordance with SOAP format, policies, and legal guidelines; Communicates level of client acuity in client file; Assigns and documents client room location; Books appointments and documents in electronic health record; Receives and sends faxes.
- Maintains Premises: Maintains general tidiness and cleanliness of work space; Assists in maintaining a safe working environment; Ensures that environment is conducive to recovery-oriented client care
- Establishes a good therapeutic rapport with agency program staff and visitors
- Gives community members hope and encouragement
- Addresses the guilt and shame that commonly accompany addiction, mental health, and homelessness
- Educates patients on cognitive strategies for coping with cravings
- Gives practical guidance on relationships, housing, and finances
- Encourages patients to seek help from community resources (such as self- help groups and mental health services), and/or the PEER Support Worker on team
- Gives community members hope and encouragement
- Assists in response to emergencies by being familiar with the fire plan, emergency procedures, safety protocols, and location of emergency equipment, etc.
- Responds to emergency codes as per procedures
- Works in collaboration with Director of the Primary Care Clinic and other Directors and reports operational issues as advised
- Attends staff meetings as required
- Meets with Directors as required
- Completes other duties that may be assigned (be a ‘Helper’) when required as part of the agency continuum of care model, not exceeding stated skills and capabilities

DECISION MAKING

- Ability to distinguish between circumstances in which decisions can be made independently and those where consultation is needed
- Ability to determine the best recommendations to make when approached for advice or resources
- Knows how to obtain evidence-based information necessary to make informed recommendations and referrals

PHYSICAL AND EMOTIONAL DEMANDS OF THE JOB

- Day shifts
- Must be able to lift up to 30lbs daily
- Must be able to walk up to 5K-7K steps per day and stand for 50 percent of the time
- Meets unexpected deadlines
- Some interruptions from internal and external sources

- Wide range of client-related and environmental responsibility (light lifting and occasional transport tasks)
- Should have good coping and stress management skills

LICENSES, REGISTRATIONS

- MB Driver's Class 5 license (preferred)
- Proof of recognized degree or diploma from a University or Community College program in Social Services, or a related health regulatory body

All positions are subject to Criminal Record and Child Abuse Registry checks. Applicants may be required to undergo testing to determine the knowledge, skill, and ability required for position.

AHWC is committed to equity and inclusion and is on an earnest journey to increase responsiveness to Indigenous peoples by promoting a workforce that is representative of the communities we serve. We encourage applications from Indigenous persons, those with personal and/or familial lived experience, and members of equity-seeking groups. Qualified applicants are encouraged to self-declare in their application.

CLOSING DATE FOR APPLICATION: Open or when position is filled

Please submit cover letter, resume, and three work related references to:
monicacyr@ahwc.ca