



## JOB DESCRIPTION CLINICAL SERVICES THERAPIST

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### A. POSITION TITLE

CRISIS CLINICAL SERVICES THERAPIST

### B. REPORTING

The Crisis Clinical Services Therapist directly reports to the Manager of Clinical Services.

### C. POSITION SUMMARY

The Crisis Clinical Services Therapist provides assessment, crisis support and clinical intervention to survivors of trauma (12 years of age and older) through crisis lines, individual and group structured therapeutic interventions.

### D. DUTIES AND RESPONSIBILITIES

The major responsibilities of the Crisis Clinical Services Therapist comprise the following:

#### **1.0 Resource to the Manager of Clinical Services**

- (i) Report to the Manager of Clinical Services on the progress of Clinical Services to achieve stated outcomes.
- (ii) Prepare background information as requested by the Manager of Clinical Services.
- (iii) Perform other duties as requested by the Manager of Clinical Services within the scope of the responsibilities of this position.

#### **2.0 Compliance with Applicable Legislation, Regulations and Professional Standards**

- (i) Adhere to applicable legislation, regulations and professional standards.
- (ii) Comply with relevant provisions in the Occupational Health and Safety Act.
- (iii) Adhere to all policies, procedures and protocols of Hope 24/7.

### **3.0 Planning and Engagement**

- (i) Participate in the planning process of Hope 24/7.
- (ii) Assist in the development and implementation of accountability and quality assurance mechanism of Hope 24/7.
- (iii) Participate actively and constructively in staff and clinical meetings of Hope 24/7.
- (iv) Maintain regular contact with the Manager of Clinical Services to discuss program planning and work assignments.

### **4.0 Delivery of Clinical Services**

#### CLINICAL SERVICES

- (i) Ensure that the clinical services reflect the stated values of Hope 24/7 and promote a results-based client orientation.
- (ii) Provide clients with short-term therapeutic clinical intervention based upon best practice standard.
- (iii) Assess and provide appropriate crisis intervention, advocacy and information/referrals to clients.
- (iv) Conduct initial clinical assessments with clients and appropriately assist with immediate clinical crisis intervention as needed.
- (v) Provide clients with appropriate safety planning strategies to address safety and security needs including but not limited to legal information, support, advocacy, and referrals to long-term counselling services.
- (vi) Engage clients in appropriate and meaningful intervention in order to facilitate effective therapeutic change, adhering to the principles of best clinical practice.
- (vii) Maintain accurate and appropriate written documentation regarding clients.
- (viii) Cooperate and collaborate with other staff on case transfers and other case management concerns and attend and actively participate in meetings, as required.
- (ix) Cooperate and collaborate with other professionals to provide case consultation, crisis intervention, co-ordination and appropriate communication, as required.
- (x) Attend clinical team meetings and/or group supervision to review cases, consult and collaborate on service plans, clinical interventions/therapeutic modalities for clients and provide peer review and support on an on-going basis.
- (xi) Report child protection concerns directly to Family and Children's Services as outlined in the Child and Family Services Act.

- (xii) Communicate with all shifts on an ongoing basis regarding updates on clients as required and work together to develop a plan of action for clients.
- (xiii) Work with other clinical staff as well as the client to help the client maximize and strengthen their resources to deal with and work on resolving presenting issues within a trauma-informed framework.
- (xiv) Advocate on behalf of the clients, when required.
- (xvi) Provide information and referrals as required and liaise with professionals and community resources to facilitate clients' access to needed services.

#### COMMUNITY RESOURCE

- (i) Work in collaboration with community resources to assist in integrating services for survivors of sexual abuse or violence.
- (ii) Develop and maintain knowledge of local community resources, and maintain a positive profile of Hope 24/7 in the community.
- (iii) Provide information and public education to the community regarding Hope 24/7 and relationship and sexual violence.

### **5.0 Human Resources**

- (i) Assist in the orientation of new staff at Hope 24/7 as requested.
- (ii) Engage fully and openly in supervision and keep the Manager of Clinical Services informed of case problems involving resource exploration and client complaints.

### **6.0 Financial Function**

- (i) Deliver clinical services in an effective and efficient manner.

### **7.0 Information Functions**

- (i) Ensure clinical notes are written objectively and in a timely manner documenting progress, clinical observations and interventions.
- (ii) Complete client records according to professional standards.
- (iii) Maintain privacy and confidentiality of personal information.
- (iv) Obtain proper written consent(s) prior to sharing information.
- (v) Complete required program statistics, ensuring accuracy.

### **8.0 Health and Safety Functions**

- (i) Ensure safe working conditions for clients and colleagues.
- (ii) Act promptly to report any health and safety concerns to the Manager of Clinical Services of Hope 24/7.

### **9.0 Quality Improvement Function**

- (i) Ensure the goals and indicators of success for Clinical Services are achieved.

### **10.0 Risk Management Function**

- (i) Inform the Manager of Clinical Services of any situation that could potentially create risk for Hope 24/7.

### **11.0 Communications**

- (i) Conduct all internal and external communications in a professional and informed manner.
- (ii) Foster effective communications with the Manager of Clinical Services, Hope 24/7 colleagues and community partners, especially as it relates to referrals for service.

### **12.0 Professional Development**

- (i) Complete a performance self-evaluation on an annual basis, or more frequently if requested by the Manager of Clinical Services.
- (ii) Participate in a performance evaluation process and follow up on any stated actions and/or goals.
- (iii) Attend professional development opportunities recommended by the Manager of Clinical Services to enhance overall management knowledge and/or performance.

## **E. AUTHORITY**

The Manager of Clinical Services delegates authority to the Crisis Clinical Services Therapist to:

- (i) deliver clinical services in an effective and efficient manner;
- (ii) make decisions about treatment and interventions a crisis line/chat setting;
- (iii) liaise with professional and community services, when required.

## **F. ACCOUNTABILITY**

The Crisis Clinical Services Therapist is accountable to the Manager of Clinical Services for the following:

- (i) ensuring that the clinical services are delivered within the established mandate and guidelines of Hope 24/7 and professional standards and best practices;
- (ii) achieving the goals and outcomes established for Clinical Services of Hope 24/7; and
- (iii) maintaining positive working relationships with community partners.

## G. QUALIFICATIONS

The minimum qualifications for the Crisis Clinical Services Therapist position are as follows:

### 1.0 **Educational Requirements**

- (i) Four (4) year Undergraduate Degree from a recognized university in a related field (e.g. Social Work, Psychology, Sexuality, Marriage and Family Studies).

### 2.0 **Professional Certification**

- (i) Member in good standing with a regulated professional college including but not limited to the College of Social Workers, College of Psychotherapists and College of Psychologists.
- (ii) Registered mental health professional under applicable mental health legislation.

### 3.0 **Knowledge and Skill Requirements**

- (i) Two (2) years demonstrated clinical experience, post undergraduate attainment, conducting clinical assessments and clinical intervention related to relationships and/or sexual violence.
- (ii) Knowledge of applicable legislation and professional standards.
- (iii) Solid understanding of an anti-racist and anti-oppressive framework.
- (iv) Demonstrate skills in conducting clinical assessments including but not limited to, clients experiencing mental health and substance abuse issues.
- (v) Demonstrate skills in providing therapeutic intervention including but not limited to, clients experiencing mental health and substance abuse issues.
- (vi) Knowledge of diagnostic criteria set out in the Diagnostic and Statistical Manual (DSM).
- (vii) Sound knowledge and understanding of crisis intervention, advocacy, substance abuse and mental health issues for persons who have experienced relationship and/or sexual violence.
- (viii) Current and informed knowledge of the needs of diverse groups of clients such as, people with disabilities, LGBTQ community, survivors of trauma, persons who self-harm, persons with mental health issues, and people with substance abuse challenges.
- (ix) Extensive and current knowledge of community resources throughout Peel Region along with demonstrated skills in accessing these resources.

- (x) Excellent written and verbal communication skills.
- (xi) Effective and well-developed interpersonal skills.
- (xii) Proficiency in the use of computer technology, internet and email fundamentals, databases, and working knowledge of Apple software programs including Pages, Numbers and Keynote.
- (xiii) Experience in program planning, development and evaluation.
- (xiv) Confident and consistent decision-making skills.
- (xv) Resourcefulness and flexibility to meet the needs of Hope 24/7 and the demands of the position.
- (xvi) Ability to work independently and as a team member to achieve outcomes and meet deadlines.
- (xvii) Ability to balance demands and priorities and to manage effectively.
- (xviii) Knowledge of a second language is an asset.

#### **4.0 Competencies and Judgment**

Demonstrated competence to:

- (i) think strategically and proactively to address issues resulting in effective solutions;
- (ii) use professional judgment with established guidelines;
- (iii) inspire leadership and engagement of staff and community colleagues;
- (iv) accommodate competing demands;
- (v) articulate and integrate the values of Hope 24/7;
- (vi) monitor service excellence and celebrate exceptional service performed by others;
- (vii) value and honour diversity and the richness it brings to a community;
- (viii) foster trust through open dialogue; and
- (ix) identify issues, gather and process relevant information, explore solutions and implement the most appropriate response.

Demonstrated good judgment to:

- (i) maintain control in difficult and situations;
- (ii) handle emergencies, crises and hostile behaviours in a calm manner;
- (iii) maintain confidentiality and model ethical conduct; and
- (iv) maintain a good life/work balance.

## H. MAJOR CONTACTS

The Crisis Clinical Services Therapist will maintain regular contact with the following:

- (i) Manager of Clinical Services
- (ii) Hope 24/7 Therapists
- (iii) Prevention and Outreach Services of Hope 24/7
- (iv) Clients
- (v) Community Partners

## I. WORKING CONDITIONS

The working conditions for the Crisis Clinical Services Therapist are as follows:

- (i) work is performed in office;
- (ii) ability to work flexible hours.

## J. EMPLOYMENT CONDITIONS

Specific employment conditions of the Crisis Clinical Services Therapist include the following:

- (i) satisfactory Police Reference Check for the Vulnerable Sector;
- (ii) ongoing professional development provided by any affiliated regulatory college; and,
- (iii) ongoing satisfactory membership in a regulated health professionals college.

## K. JOB DESCRIPTION APPROVAL

Approved by: Chief Executive Officer of Hope 24/7

Date: \_\_\_\_\_ February 29, 2016 \_\_\_\_\_