

## JOB DESCRIPTION

### Crisis Response Coordinator

#### SUMMARY:

This worker will respond when a suicide or violent family incident occurs in a NAN community and a community identifies that they require assistance in the case management and coordination services at the community level. The worker will be responsible to provide overall coordination of services that are in the community and ensure continuity of mental health services for all individuals affected.

#### DUTIES AND RESPONSIBILITIES

- Provide overall case management and coordination to mental health service providers that are working in NAN communities during crisis situations.
- Be available for immediate travel to communities that require crisis case management/ coordination and support
- Be available for on-call services for mental health and crisis support
- Be available for extensive travelling to NAN first nation communities
- Provide practical and culturally appropriate support to individuals within the context of their immediate families and community members
- To provide case management activities and the coordination of programs and services to clients
- Provide debriefing to the first responders and family members;
- Build case management and coordination support capacity within the communities via training long term workers
- Provide referrals for children, youth, families and community members as needed.
- A sound knowledge of how mental health issues contribute to and affect the life of aboriginal people
- Experience in working and networking with First Nation people within the local community
- The ability to work independently or as a team member with local aboriginal service providers and aboriginal communities
- Maintain confidentiality related to clients at all times
- All other duties as assigned

#### ACCOUNTABILITY

The Crisis Response Coordinator is under the day-to-day Supervision of the Director of Community Health and Wellness with further accountability to the overall performance to the Chief Administrative Officer

## QUALIFICATIONS:

### Education

- Degree/Diploma in social work, health services or equivalent combination of education and related experience

### Experience

- 5 years of practical experience in the counselling field
- Experience in working with aboriginal people , families and communities
- Experience working with First Nation leadership
- A working knowledge of federal and provincial government programs , service and typical reporting demands
- Excellent interpersonal and communication skills
- Demonstrate excellent organizational skills
- Ability to work on an on-call basis
- Ability to travel extensively and to speak a NAN language is an asset

**REVISED:** FEBRUARY 2016

**LOCATION:** THUNDER BAY, ON