



CRISIS COORDINATOR

This worker will respond when crises occur within community to provide case management and applicable supports at the community level. The worker will be responsible to provide overall coordination of services necessary for and within the community and ensure continuity of mental health services for all affected individuals.

RESPONSIBILITIES:

- Research and determine likely potential crises and create draft plans of how to respond to them.
- Assess the nature of a crisis and the level of risk.
- Develop and implement a response to resolve the crisis.
- Provide overall case management and coordination during crisis situations.
- Be available for on-call services to help fosters, adopters, and/or animals.
- Provide practical and culturally appropriate support to individuals impacted by the crisis.
- Follow up with fosters, owners, volunteers, etc. as appropriate.
- Build case management and coordination support capacity by training volunteers.
- Provide referrals to pet fosters, adopters, and community members as needed.
- The ability to work independently or as a team member with affected communities/individuals.
- Maintain documentation and update policies and procedures as needed.
- All other duties as assigned

Education/Experience:

- Degree/Diploma in crisis management, social work, or equivalent combination of education and related experience.
- Sound knowledge of how mental health issues contribute to and affect the life of people
- A working knowledge of federal and provincial government programs, service and typical reporting demands
- Excellent interpersonal, communication skills, and organizational skills
- Ability to work on an on-call basis