OPSEU Job Description

Job Title: **Mental Health Triage & Crisis Response Counsellor**Job Number: **A-343**  
NOC: **4153**  
Band: **10**  
Department: **Student Affairs**Supervisor Title: **Director of the Student Wellness Centre**   
Last Reviewed: **December 4, 2017**

## Job Purpose

Reporting to the Director of the Student Wellness Centre, the Mental Health Triage and Crisis Response Counsellor facilitates triage and screening of students presenting to Counselling Services and intervenes in crisis situations.

Operating from a stepped care model, a system of delivering and monitoring treatments, so that the most effective yet least resource intensive treatment is delivered, the counsellor will conduct a review of intake information, include screening tools, and engage the student in a collaborative process that includes identifying the problem from the student’s perspective and exploring strengths/protective factors, to ascertain the level of service only 'stepping up' to intensive/specialist services as clinically required. In so doing the Counsellor will also help manage the student’s expectations regarding the scope, availability, and time-frame for accessing programs and services.

## Key Activities

* Provide psychoeducational information on a wide range of mental health and developmental issues.
* Connect student with on campus supports (Academic Advising, Academic Skills, Careers, Spiritual Affairs, Peer Supporters, Rebound)
* Support student in accessing on-line mental health self-help platforms (e.g.: Welltrack)
* Be familiar with various mental health apps, websites, online resources and forums.
* Refer the student to group and/or individual therapy
* Have knowledge of both Trent and Peterborough support and resources.
* Liaising with Insurance Providers (IM Well) to facilitate students’ access to community services
* Provides supportive interventions in crisis situations by conducting risk assessments and developing safety plans to mitigate harm.
* Crisis case management role, supporting the student in navigating resources both on and off campus as well as ensuring the coordination and service provision of the SWC interdisciplinary team.
* Provide case consultation to staff working with students in crisis, and acts as a resource for the development of strategies and protocols designed to assist those students.
* Works with staff, faculty, University offices, and community agencies to provide interim support, develop effective and sensitive intervention strategies, and ensure that the student has access to appropriate campus and community resources.
* Maintaining a good working relationship and ongoing communication with referral sources, acting as a resource, and maintaining cooperative working relationships with staff, students, faculty and community agency representatives.
* Developing promotional material for on-campus and to community-based organizations and outside agencies regarding Counselling Services referral and intake processes.
* Initiating referrals to appropriate Student Wellness Centre, or other on-campus/community resources.
* Liaise and collaborate with community mental health agencies such as Peterborough Regional Health Centre and Canadian Mental Health Association on a case-by–case basis to ensure successful transfers of care.
* Sensitivity, assertiveness, diplomacy and an astute understanding of mental health is required to answer questions, reassure, educate, advise and guide each student through the initial stages of screening and referral.  The counsellor must demonstrate an awareness of diversity with sensitivity to areas such as: age, culture, ethnicity, gender, sexual orientation, Indigeneity, and socio-economic class.

## Education

* Master's degree in Psychology, Education, Counselling, Social Work or an equivalent and relevant course of study.

## Experience Required

* Minimum of five years’ relevant work experience, including 3 years’ experience in crisis management.
* Experience working in higher education.
* Ability to communicate effectively verbally and in writing.
* Ability to work effectively independently and in a team environment
* Ability to managing competing demands and set priorities
* Demonstrated commitment to diversity, social justice, and cultural competence and the ability to work in a multicultural environment
* Extensive experience with mental health and illness, behavioral issues, anger management and conflict resolution.
* Experience with students in a university or educational environment, with an emphasis on case management, program development and adult education. Experience working with graduate students an asset.
* Skill in working with university-aged young adults, and individuals in crisis.
* Extensive knowledge of crisis, trauma and grief.
* A clear understanding and demonstrated abilities for diplomacy and confidentiality required.
* Excellent interpersonal and communication skills (verbal and written); ability to deal with students, parents, faculty, and staff.
* Excellent organizational skills and the required demonstrated ability to take initiative essential.
* Demonstrated ability to exercise good judgement and to respond appropriately and effectively in stressful situations.
* Demonstrated skills in, and commitment to, customer service and continuous improvement
* Demonstrated commitment to diversity, social justice, and cultural competence and the ability to work in a multicultural environment