



**INTAKE AND CRISIS RESPONSE WORKER 051R5-21-1**  
**CHILD & FAMILY SERVICES, SOCIAL SERVICES**  
**Full-Time**

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Wednesday, **December 1, 2021**, for the Intake and Crisis Response Worker with Child & Family Services, Social Services Department. The Six Nations of the Grand River Application for Employment Form, Job Posting and Job Description are available for printing from the [www.greatsn.com](http://www.greatsn.com) website. Online applications accepted through <https://www.vscyberhosting.com/sixnations/>. **NO LATE APPLICATIONS ACCEPTED. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.**

**JOB SUMMARY:** The Intake and Crisis Response Worker reports to and works under the direction and supervision of the Supervisor of the Intake and Crisis Response Unit. The Intake and Crisis Response Worker is responsible for conducting the process of Clint Intake/Brief Services and the Coordination of Crisis Response Services under the Six Nations Mobile Crisis Services Line. The Intake and Crisis Response Worker will participate in a new Crisis Response Trial model with the potential of adapting the model. Available to work weekly rotating day and evening shifts: Day 8:30am-4:00pm & Evening 3:30pm-11:00pm.

<b>Type</b>	Full Time
<b>Closing Date</b>	December 1, 2021
<b>Hours of Work</b>	35 hours weekly
<b>Wage</b>	TBD

**BASIC QUALIFICATIONS:**

- Will have a University Degree or College Diploma in Social Work, Nursing, or related field; **OR** two years of experience working in Social Work, Mental Health or Crisis Response Intervention;
- Excellent written and verbal communication skills
- Must be computer literate and have effective working skills of Case Management Systems, MS Word, Excel and email
- Knowledge of traditional approaches in helping;
- Strong knowledge base of the community of Six Nations and the services within the Territory;
- Knowledge of the mental health field including current DSM classifications, crisis intervention and concurrent disorders;
- Excellent knowledge of Mental health Act, Personal Health Information Protection Act, FIHIPA, HIPA;
- Extensive knowledge of the range of methods and techniques that are employed in social work proactive;
- Extensive knowledge of assessment and diagnostic techniques;
- A valid Ontario class "G" driver's license and a principal driver of a reliable vehicle;
- Must pass a Criminal Record Check before employment commencement;
- Ongwehonweh in preference to other applicants;
- Available to work flexible hours in accordance to working environment;
- Will be knowledgeable about Haudenosaunee culture and the contemporary characteristics of the Six Nations' social structure;
- Training in any of the following considered an asset: Critical Incident Stress Management Training, Violence Threat Risk Assessment, Non Violent Crisis Intervention, Trauma Informed, Safe Talk and ASIST

**SUBMISSION PROCEDURE: (Choose one method ONLY):**

**Method #1: Online**

1. Please visit: <https://www.vscyberhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which include:
  - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.



- b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
- c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance please reach out to Melissa Stefureak, Staffing Officer at 519-445-2223 ext 5727 or via email at [recruitment@sixnations.ca](mailto:recruitment@sixnations.ca).

**Method #2: GREAT – Applications must include all of the following:**

1. Printed, filled in and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

**Intake and Crisis Response Worker – Full Time – 051R5-21-2**  
c/o Reception Desk  
Grand River Employment & Training (GREAT)  
P.O. Box 69, 16 Sunrise Court  
Ohsweken, Ontario N0A 1M0

**SIX NATIONS SOCIAL SERVICES,**  
**CHILD AND FAMILY SERVICES,**  
**INTAKE AND CRISIS RESPONSE WORKER**  
**Full-time Shift Worker**

**REPORTING RELATIONSHIP:**

Reports to and works under the direction and supervision of the Supervisor of the Intake and Crisis Response Unit.

**PURPOSE & SCOPE OF THE POSITION:**

The Intake and Crisis Response Worker is responsible for conducting the process of Client Intake/Brief Services and the Coordination of Crisis Response Services under the Six Nations Mobile Crisis Services line. The Intake and Crisis Response Worker will participate in a new Crisis Response Trial model with the potential of adapting the model. Available to work weekly rotating day and evening shifts: Day 8:30am – 4:00pm & Evening 3:30pm – 11:00pm.

**KEY DUTIES & RESPONSIBILITIES:**

**1. Technical Functions:**

**(Intake)**

- Receives and interviews persons seeking support, client referrals from other local services and external agencies;
- Collects and/or coordinates additional information to determine eligibility of client and recommend the most appropriate service for the clients;
- Recommends to the Supervisor approval of immediate, emergency action and support (stabilization) where appropriate;
- Refers the client to internal/external service providers involved in the service plan;
- Provides immediate support to the client until they are able to access long-term services as required and approved by Supervisor;

**(Crisis Response)**

- Applies strong assessment skills in the delivery of crisis response
- Provide intensive short term support, crisis intervention and service coordination in a timely manner;
- Addresses community crisis prevention through research and education;
- Supports in the strengthening of partnerships and linkages with community services and supports to improve treatment outcomes, continuity of care and service coordination.

**2. Administrative Functions:**

**(Intake)**

- Responds to telephone and walk-in intake support;
- Ensures all applications are processed in a timely manner;
- Coordinates the participation of the client, relevant internal/external staff and others in the development of a service plan;

### **(Crisis Response)**

- Responds to telephone, text, live chat, walk-in and mobile crises;
- Follows the appropriate protocols necessary with internal and external supports in order to effectively manage a crisis response
- Maintains documentation according to organizations policies and professional standards and guideline;
- Ensures the consistent input and completion of crisis response records into the database system;
- Other Administrative functions e.g. checking voicemails, copying and filing, etc.

### **3. Communications Functions:**

- Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community, including the ability to work with police, court system, inpatient and outpatient mental health systems;
- Builds and maintains respectful relationships with families, service providers within the Social Services department, departments under Six Nations Council and community services and agencies on and off Six Nations of the Grand River;
- Maintains confidentiality by following the *Personal Health Information Protection Act (PHIPA)* and the *Personal Information Protection and Electronic Documents Act (PIPEDA)* compliance legislation regulations; (Natachia will send additions)
- Participate in regularly scheduled and ad hoc tem meetings;
- Attend / participate in community events;
- Work respectfully and effectively with children, family, and other community members; in particular with Elders;
- Effectively interpret and respond to community needs ;
- Participate in team development and team approached to problem solving;

### **(Intake)**

- Maintains contact with clients and ensuring any client concerns are communicated to the service providers involved in the plan;
- Ensures any scheduled changes in one area of service are communicated to those involved in other areas of service and that required adjustments are made;
- Ensures all parties involved in a service plan are aware of client's involvement with other services and initial case management may be required to avoid duplication of services;

### **(Crisis Response)**

- Responsible for communication with the Intake and Crisis Response Unit Supervisor to aid in the completion of required reporting;
- Works in collaboration with the Gedeo Team as deemed necessary;
- Provide crisis dispatch services for the Six Nations Mobile Crisis Services, Gedeo Team, Tragic Events Response Team and Support Requests;

### **4. Other Functions:**

- Any other related duties as assigned by the Manager of Child and Family Services which includes, but is not limited to, participation in the Six Nations Emergency Measures Plan and participation in Crisis Services.

## **WORKING CONDITIONS:**

- Available to work weekly rotating day and evening shifts: Day 8:30am – 4:00pm & Evening 3:30pm – 11:00pm;
- Work involves mental stress, subject to deadlines, interruptions and unscheduled hours, requires interaction with the public, flexibility of working afterhours and weekend events, and;
- Ability to take direction, prioritize and work independently;
- Work involves considerable consultation with various service providers i.e. CAS, Police and Schools;
- Work involves external contact with referring agencies;
- Work involves direct client contact with some risk due to predisposition of some clients;
- Work will require travel in the community as required using own transportation;

## **WORKING RELATIONSHIPS:**

### **Working with the Supervisor**

- Receives direction, guidance and discusses plans, and priorities and interacts to ensure tasks are done efficiently and effectively; receives instruction and supervision;

### **Working with Directors and Managers:**

- Provides information and assistance in a cooperative and courteous manner

### **Working with Six Nations Council staff and other Service Provider Agencies:**

- With courtesy, cooperation and team work represents Six Nations Social Services in a positive manner, promotes public relations by interpreting agency services to other organizations and community groups as needed, participates in recruitment activities
- Represents and promotes Six Nations interests related to Six Nations Social Services
- Develops sound professional working relationships.

### **Working with the Community:**

- Represents and promotes Six Nations Council and the Social Services Department in a courteous, cooperative and professional manner.

## **KNOWLEDGE AND SKILLS:**

### **Minimum Requirements:**

- Will have a University Degree or College Diploma in Social Work, Nursing, or related field; or two years of experience working in Social Work, Mental Health or Crisis Response Intervention;
- Excellent written and verbal communications skills;
- Must be computer literate and have effective working skills of Case Management Systems, MS Word, Excel and e-mail

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- Knowledge of traditional approaches in helping;
- Strong knowledge base of the community of Six Nations and the services within the Territory;
- Knowledge of the mental health field including current DSM classifications, crisis intervention and concurrent disorders;
- Excellent knowledge of Mental Health Act, Personal Health Information Protection Act, FIHIPA, HIPA
- Extensive knowledge of the range of methods and techniques that are employed in social work proactive;
- Extensive knowledge of assessment and diagnostic techniques;
- A valid Ontario class "G" driver's license and a principal driver of a reliable vehicle;
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- Available to work flexible hours in accordance to working environment;
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#### Other Related Skills:

- Good organizational skills and ability to multi-task in a fast paced environment
- Ability to work independently and as a strong team player,
- Ability to analyze problems, recommend and implement solutions.
- Will be thoroughly familiar with Six Nations Child and Family Services' principals, policies and other service resources.
- Health and Safety compliance

#### IMPACT OF ERROR

- Errors in judgment and in the conduct of duties could lead to loss of credibility, poor public relations, and public confusion, serious impacts on clients and staff, in legal liability to self and to Six Nations Council.

#### CONTROL:

- Works within the organizational structure and administrative policy and procedures established by the Six Nations of the Grand River Employment Policy
- Works within the Six Nations Social Services values, principles, and mission statement, and the Six Nations of the Grand River Child and Family Services policies as set by the Six Nations Council
- Works within the policies and procedures established through service contracts by the Six Nations Council and the funding agency (Ministry of Children and Youth Services), and within the legislation of the relevant legislation, i.e., Child and Family Services Act, Mental Health Act, Youth Justice Act.

#### CODE OF PRACTICE:

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- Working relationships with staff and Six Nations/Partnering Agencies are rooted in courtesy, cooperation and teamwork
- Respectfully practice team development and team approaches to problem solving
- Practice self-reflection, self-evaluation and wellness strategies to maintain our own wellbeing.
- Maintaining an openness to personal and professional growth and development
- Represent and Role Model the Principles of the Haudenosaunee when working and engaging with community members and clients.
- Sharing knowledge, values and principals of the Six Nations of the Grand River Child and Family Services at Special Events.
- Respect your environment through the upkeep of a clean and well-kept office/ common space.
- Uphold the highest safety standards by working with integrity and honoring the Six Nations of the Grand River Child & Family Services Policies and Procedures
- Carry out all required duties with a thoughtful, consistent and careful approach
- Maintain a respectful approach to individual beliefs and backgrounds when working with clients, staff and community members
- Providing a safe and comfortable environment in which all staff can communicate and problem solve together.

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