



# *Provincial Job Description*

---

**TITLE:**  
**(197) Critical Incident Stress  
Management Program  
Coordinator**

**PAY BAND:**

---

**FOR FACILITY USE:**

---

**SUMMARY OF DUTIES:**

Responsible to assess, plan, intervene and evaluate the Critical Incident Stress Management (CISM) program and respond to traumatic or critical incidents throughout the region.

**QUALIFICATIONS:**

- ◆ Bachelor of Social Work degree
  - ◆ Basic and advanced Critical Incident Stress Management workshops

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Advanced interpersonal and communication skills
- ◆ Basic computer skills
- ◆ Problem solving and organizational skills
- ◆ Ability to teach adults
- ◆ Ability to work independently
- ◆ Valid drivers license

## ***EXPERIENCE:***

- ◆ **Previous: Twenty-four (24) months previous experience in related facilitation, group intervention practices and handling of critical incidents.**

## ***KEY ACTIVITIES:***

### **A. Education**

- ◆ **Provides education to departments and internal/external services (e.g., critical units, emergency departments, Emergency Medical Services, Home Care, alcohol and drug services, long-term care).**
- ◆ **Attends unit meetings, motivates staff for stress management assistance.**
- ◆ **Identifies/prevents cumulative critical or traumatic stress issues.**
- ◆ **Provides instruction on self-care to employees (e.g., stress management techniques).**
- ◆ **Identifies employee rights and responsibilities.**
- ◆ **Responds to unit-specific needs with regards to education.**
- ◆ **Facilitates court orientation for staff when subpoenaed.**
- ◆ **Provides information on post-incident services available in the region.**
- ◆ **Provides orientation to staff.**

### **B. Incident Interventions**

- ◆ **Coordinates mental health referrals.**
- ◆ **Evaluates and assesses requests and implements a plan for interventions.**
- ◆ **Responds to incidents after they occur.**
- ◆ **Attends the area of the incident (e.g., Home Care, acute care, rural and Emergency Medical Services).**
- ◆ **Coordinates and facilitates an intervention for employees impacted by an incident.**
- ◆ **Assesses follow-up care required by individuals or groups (e.g., follow-up visit/call or formal debriefing) and initiates appropriate response.**
- ◆ **Contacts appropriate services if required regarding risk management/EFAP.**
- ◆ **Provides counseling (e.g., grief, stress management).**
- ◆ **Organizes in-house memorial services.**

### **C. Research and Program Development**

- ◆ **Reviews and incorporates the most up-to-date research on Critical Incident Stress and related issues.**
- ◆ **Participates in development of program policies and procedures.**
- ◆ **Ensures Quality Control is maintained.**
- ◆ **Develops evaluation tools for intervention, implements programs and evaluates the outcome.**
- ◆ **Organizes team meetings to maintain peer interest and educational opportunities.**
- ◆ **Liaises with mental health professionals, as required.**
- ◆ **Establishes and implements goals for the program in consultation with a variety of stakeholders.**

### **D. Referral Services**

- ◆ **Provides coverage to the region in order to respond to the staff needs for referral services.**
- ◆ **Researches information on other services offered in the region (e.g., EFAP consultants, Child and Youth Services, RCMP victim services, Mental Health professionals, City Police victim services, prosecutor's office, behavior management consultant, Occupational Health and Safety, unit managers and administration, inter-provincial services, Social Services, victim services departments).**

### **E. Advanced Incident Interventions**

- ◆ **Assesses the need for Mental Health professionals after an incident.**
- ◆ **Coordinates and facilitates all details required to conduct a formal debriefing.**
- ◆ **Provides follow-up with affected staff.**
- ◆ **Assesses the need for risk management involvement.**
- ◆ **Responds to complicated incidents involving diverse and complicated staff issues/trauma and provides appropriate follow-up.**
- ◆ **Assesses, organizes and facilitates large scale demobilization procedures with large numbers of staff in the event of a large incident or disaster using multiple sites.**

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

*Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.*

*Validating Signatures:*

*CUPE:*

*SEIU:*

---

---

*SGEU:*

*SAHO:*

---

---

*Date: 2005*