

Family & Critical Response Specialist

Do you have a passion for working in the field of mental health? Are you looking for meaningful work with people who have experienced a sudden death or crisis? Do you want to make a positive impact in the lives of people who have experienced a sudden, life-changing injury? Do you want to be part of a team that helps make workplaces across BC safer?

We have a full-time, temporary (one year) opportunity for a family and critical response specialist to work with a dedicated team at our Richmond head office that provides support to workers, family members, and employers who have experienced a traumatic workplace accident, and Prevention and Investigations officers who respond to these incidents. Consider joining our team to make a difference in the lives of workers and employers across the province.

What you'll do

As a family and critical response specialist you will:

- Support and assess the needs of people distressed by a shocking workplace event, coordinating referrals to contracted mental health professionals
- Support injured workers and family members of deceased workers after a workplace accident, educating them about processes and assisting them through complex systems
- Support, educate, and guide members of the WorkSafeBC team as they deliver services to vulnerable and emotionally fragile people
- Coordinate support and training for staff who respond to shocking and distressing events
- Deliver presentations internally and externally about the unique services offered through our programs

Is this a good fit for you?

We're looking for someone who can:

- Draw on broad knowledge and experience in the mental health field to triage the needs of injured, grieving, distressed, or suicidal people
- Work as a member of a small team in a fast-paced and changing environment
- Take initiative to assess complex and emergent situations quickly and thoroughly, developing action plans that meet the needs of those involved
- Respond calmly and sensitively to people in crisis, resolving conflict while communicating respectfully
- Provide support to people who have experienced a death or shocking event, assisting them to process the experiences, access services, and navigate complex systems
- Communicate complex information in a way that is easy to understand
- Comfortably deliver presentations to small and large groups
- Provide after-hours crisis support to people in distress, as part of an on-call rotation (evenings and weekends)
- Be available for some travel throughout the province

Your background and experience:

- A minimum of a bachelor's degree in a related discipline, including social work, psychology, or psychiatric nursing
- A minimum of six years of experience in the field of mental health
- A minimum of six years of experience that demonstrates a broad knowledge of family dynamics, grief, and trauma work
- Registration or eligibility for registration with a professional college or regulatory body

Who are we?

At WorkSafeBC, we're dedicated to promoting safe and healthy workplaces across British Columbia. We partner with workers and employers to save lives and prevent injury, disease, and disability. When work-related injuries or diseases occur, we provide compensation, and support injured workers in their recovery, rehabilitation, and safe return to work. We also work diligently to sustain our workers compensation system for today and future generations. We're honoured to serve the 2.3 million workers and 231,000 registered employers in our province.

What's it like to work at WorkSafeBC?

It's challenging, stimulating, and hugely rewarding. Our positions offer tremendous diversity and excellent opportunities for professional growth. Every day, the work we do impacts people and changes lives. What we do is important and so are the people we do it for.

To apply

Visit www.worksafebc.com and select Careers to submit a resume and cover letter that details your characteristics, accomplishments, and prior work experience related to the requirements for the position. We can only accept applications submitted through our website. **Application deadline: April 4, 2019.**