

# Family and Critical Response Specialist

Do you have experience working in the field of mental health with knowledge of family dynamics and trauma work? We have an opportunity for a family and critical response specialist to work with a dedicated team that provides support to workers, family members, and employers who have experienced a potentially distressing workplace incident.

Consider joining our Incident Response Programs team in this role to make a positive impact in the lives of people who have experienced a sudden, life-changing injury. Our family and critical response specialists are based in our Richmond, BC work location and we offer benefits and programs that support a healthy lifestyle.

## 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 community mental health professionals
- Support injured workers and family members of deceased workers after a workplace incident, educating them about processes and assisting them through complex systems
- Support, educate, and guide members of the WorkSafeBC team as they deliver services to potentially distressed workers and employers
- 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 (Note: This position is remotely based during the COVID-19 pandemic, however, once health directives permit, this position will be based in our Richmond office with travel resuming as necessary.)

### Your experience and educational background

- A minimum of a bachelor's degree in a related discipline such as social work or psychology (master's degree preferred)
- A minimum of six years of experience working in the mental health field
- 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 and 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 2.4 million workers and 245,000 registered employers in our province.

We recognize that our ability to make a difference relies on building a team with a rich variety of skills, knowledge, backgrounds, abilities, and experiences, and which reflects the diversity of the people we serve. We are committed to fostering a welcoming, inclusive, and supportive work culture where everyone can contribute as their best, authentic self. We encourage all qualified applicants to apply.

### **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.

### **Our benefits**

Being part of WorkSafeBC means being part of a strong, committed team. We value hard work but also understand the need for a healthy lifestyle. Your total compensation package includes vacation, optional leave arrangements, health care and dental benefits, and contributions toward your defined benefit and pension plan. As a member of our team, you'll have access to services and benefits that can help you get the most out of work — and life. Learn more about [what we offer](#).

**For more information and to apply, please visit our [family and critical response specialist](#) posting on our career site. Application deadline – September 17, 2021.**