

 NORTHERN HEALTH REGION	<h2>Job Description</h2>				
	Job Title: Aftercare Coordinator				
	Department: Psychiatric Acute Care Unit (PACU)				
	Code #: JD-16-380	Employee Group:	MAHCP	WS#: (FAC)	NA
	Issue Date: October 29, 2015	Last Edit Date: March 9, 2020			

Summary:	<p>As a member of the Behavioral Health team, the Aftercare Coordinator is an integral member of the patient and resident care team at the Psychiatric Acute Care Unit (PACU) in The Pas Health Complex and Rosaire House Addictions Treatment Centre. Utilizes knowledge and skills to empower clients with the inclusion of family and other supports. Plans, directs, and coordinates community-based services relating to the psychosocial needs of patients prior to hospital discharge in accordance with established philosophy, objectives, policies, protocols, and standards where applicable.</p> <p>Working in connection with community supports, strives to empower patients and their formal/informal support systems within the philosophy of recovery-oriented, trauma informed, and culturally safe practices to manage the impact their illness has on their lives by enhancing problem solving and coping abilities with the goal of reducing and/or preventing future readmissions by supporting clients within their community. Works collaboratively with management and PACU and staff to ensure the departments meet our clients' needs. Works collaboratively with community systems to ensure that aftercare plans are in place.</p> <p>The Aftercare Coordinator will be the liaison between Community Mental Health, Rosaire House Addictions Treatment Centre and the PACU to ensure lines of communication are maintained and to coordinate collaborative multidisciplinary discharge planning meetings on a weekly basis for transfer of care upon discharge.</p> <p>The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Person, Child Abuse Registry Check, and Adult Abuse Registry Check and adhere to all Northern Health Region (NHR) policies and procedures.</p>
Reports to:	Manager of Acute Mental Health & Addictions Services

Competencies / Requirements:	
Degrees, Certificates and Licenses:	<ul style="list-style-type: none"> • Entry-to-practice academic credential in Social Work from an accredited Canadian university program or the approved equivalent if internationally educated • Current active registration with the Manitoba College of Social Workers • Graduate of an approved Medical Terminology program preferred
Knowledge:	<ul style="list-style-type: none"> • Familiar with key concepts of recovery-oriented service as it is applied in practice • Working knowledge of Windows based programs (Microsoft Word, Excel, and Outlook) and Internet • Knowledge of community resources within each northern Manitoba Community • Familiarity with northern Manitoba and its population

Skills:	<ul style="list-style-type: none"> Effective written and verbal communication skills Ability to work independently and under stressful situations Ability to understand and follow verbal and written communication Ability to speak Cree an asset Demonstrates interpersonal skills through clear communication and positive behavior Good organizational skills and the ability to work independently Ability to work effectively in a multi-disciplinary team Ability to respect and promote a culturally diverse population
Duties:	<ol style="list-style-type: none"> Advocates on behalf of the NHR as a whole Promotes safety and health in the workplace Contributes to a culture of client and staff safety Coordinates with all available and appropriate community resources and family to establish connections for the continuity and continuation of care after discharge in accordance with recommendation made by care team Complies with all aspects of recovery-oriented practices as defined by MHCC Promotes and coordinates the acquisition of additional direct patient services including weekly discharge rounds Ensures effective and efficient program delivery Ensures effective communication within the department and the organization Ensures Continuous Quality Improvement Demonstrates professionalism within the Code of Conduct Demonstrates leadership qualities Ability to recognize and pursue self-development opportunities Assists with training new staff as required
Working Conditions:	<ul style="list-style-type: none"> Primarily day shift; weekend and evening work as required Occasional interaction with unhappy or agitated residents/clients or families
Decision Making:	<ul style="list-style-type: none"> Daily management of patient care activities of department Responding to client/family/worker inquiries/complaints and provide resolution to issue In consultation with the Manager of Acute Mental Health & Addictions Services, addresses budgetary concerns/issues Responsible for problem solving in collaboration with other members of the healthcare team and/or patients/residents/clients/families/major stakeholders
Key Working Relationships:	<ul style="list-style-type: none"> Manager of the PACU and Rosaire House Psychiatrist and Nursing staff of the PACU Aboriginal Liaison Directors/Managers All Community Mental Health Staff and Management External Agencies/Community Groups, i.e., Child & Family Services, Aboriginal Agencies, Office of Public Trustee, Manitoba Housing Authority, Community Living, NAPAD, First Nations health program personnel, FNIHB Aurora House Patients Internal/external committees as approved by the Manager, Continuous Quality Improvement Nursing Stations

	<ul style="list-style-type: none"> • Other Regional Health Authorities
Direct Reports:	<ul style="list-style-type: none"> • None
<p><i>It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.</i></p>	

Approved By:



VP, Director or Manager

March 9, 2020

Date

Reviewed by Human Resources:



VP Human Resources & Chief HR Officer

March 9, 2020

Date

JOB DUTY ACTIVITIES FOR

AFTERCARE COORDINATOR

JD-16-380

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region (NHR) as a whole	1.1 Promotes the mission, values and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), NHR policies and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Promotes safety and health in the workplace	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other workers 2.3 Understands and follows legislation and workplace safety and health requirements 2.4 Reports incidents and unsafe acts and hazards 2.5 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.6 Complies with the Respectful Workplace Policy 2.7 In collaboration with, and under the supervision of the Manager/Designate, ensures hazards are identified and proper steps are taken to control the risks, monitors work areas and corrects unsafe work acts and conditions, instructs/coaches workers to follow safe work procedures and ensures necessary personal protective equipment is provided to workers and used properly 2.8 Understands and implements emergency procedures
3. Contributes to a culture of client and staff safety	3.1 Commits to client safety as a key professional value and an essential component of daily practice 3.2 Uses protective clothing/equipment 3.3 Integrates client and staff safety practices into daily activities 3.4 Understands client and staff safety practices that reduce the risk of adverse events, such as infection control, injury prevention, safe administration of medication, and risk awareness 3.5 Recognizes, responds, and reports adverse events and near misses
4. Coordinates with all available and appropriate community resources to establish connections for the continuity and continuation of care after discharge in accordance with	4.1 Liaises with formal community supports as part of the discharge plan 4.2 Coordinates travel when required in accordance with regional program and policy and/or according to community-based policies and processes 4.3 Ensures the link to available community resources for aftercare are established

recommendation made by care team	
5. Complies with all aspects of recovery-oriented practices as defined by MHCC	<p>5.1 Promotes a culture and language of hope and optimism</p> <p>5.2 Promotes patient autonomy and self-determination</p> <p>5.3 Builds partnership for the patient with his/her community include natural and formal supports</p> <p>5.4 Focuses on strengths, capacity, and resiliency of patients</p> <p>5.5 Ensures practices are trauma informed</p>
6. Promotes and acquires additional direct Patient Services	<p>6.1 Identifies patients and residents requiring social work interventions. Makes appropriate referrals to other members of the health care team and community supports.</p> <p>6.2 Contracts with patients/residents for agreement for social work involvement and consent for collateral contact prior to beginning work. Exceptions would be referrals to Child and Family Services where it is mandatory to make referrals with or without patient consent.</p> <p>6.3 Uses a range of communication skills</p> <p>6.4 Works collaboratively with the multi-disciplinary team and develops a plan for post discharge intervention designed to improve or resolve problems identified in the care plan.</p> <p>6.5 Facilitates discharge - Assists with coordinating discharge planning in collaboration with other members of the patient care team</p>
7. Ensures effective and efficient program delivery	<p>7.1 Maintains knowledge of all legislated acts that relate to service area</p> <p>7.2 Recommends updates to departmental policies and procedures as required</p> <p>7.3 Maintains an effective filing system consistent with related legislation and department policy/procedures</p> <p>7.4 Acts as a field supervisor for Social Work student placements</p> <p>7.5 Liaises with outside agencies as required</p> <p>7.6 Types all correspondence and reports efficiently and professionally</p>
8. Ensures effective communication within the department and the organization	<p>8.1 Communicates and consults with the Manager</p> <p>8.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>8.3 Communicates and works effectively with client, interprofessional team, and other stakeholders, using client-centered principles that address physical, cultural or other barriers to communication and manages professional relationships</p> <p>8.4 Communicates with department staff to promote efficient functioning and high morale</p> <p>8.5 Communicates with other Managers to achieve efficient functioning of all services</p> <p>8.6 Acts as facility liaison to the community based Service Teams</p>

9. Ensures Continuous Quality Improvement	9.1 Participates in Accreditation process and committee activities 9.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability 9.3 Embraces LEAN methodology
10. Demonstrates professionalism within the Code of Conduct	10.1 Demonstrates the ability to accept and adjust to change 10.2 Assumes responsibility for own actions 10.3 Exhibits initiative in the work environment 10.4 Appears professionally as described in NHR and department dress code policies 10.5 Exhibits initiative in the work environment 10.6 Reports for work as scheduled in a prompt manner
11. Demonstrates leadership qualities	11.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework 11.2 Leadership Competency Self-Assessment – Leading in Place
12. Ability to recognize and pursue self-development opportunities	12.1 Reviews and keeps up to date with policies and procedures of the NHR 12.2 Completes Absorb mandatory courses as required 12.3 Attends required staff training sessions, in-service programs or seminars as required 12.4 Maintains and updates skills and certification(s) as required 12.5 Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures, and committee work
13. Assists with training new staff as required	13.1 Participates in the orientation of new staff as necessary 13.2 Provides guidance to students as required