

 NORTHERN HEALTH REGION	Job Description					
	Job Title:	Clinical Services Coordinator				
	Department:	Hope North Recovery Services				
	Code #:	JD-31-090	Employee Group:	MAHCP	WS#: (FAC)	NA
	Issue Date:	December 2010		Last Edit Date:	July 17, 2019	

Summary:	<p>Provides clinical leadership for all programs of Hope North Recovery Centre including Mobile Crisis, Crisis Stabilization and Youth Addictions Stabilization Unit. Supports clinical staff working in and youth accessing crisis services in collaboration with the interdisciplinary team and manager. Mentors, models and guides philosophies of collaborative, culturally safe, recovery oriented, trauma informed and skill enhancement models of service provision. Relates positively and creates meaningful opportunities for staff to develop, grow and enhance clinical skills. Ensures evidence based and wise practices are embedded within the programs and that staff have effective and efficient tools, resources and skills to apply them. Researches, develops and guides clinical applications and processes. Ensures that clinical staff receive regular and thorough clinical supervision to foster development. Provides training or accesses required training for staff as identified and in collaboration with the manager.</p> <p>Works with the manager to engage community stakeholders to form collaborations, share relevant resources and offer education/training pertaining to evidence based practices supporting youth with mental health and substance misuse concerns where there is opportunity. Advocates in collaboration with the unit manager for additional resources and supports for clients, families, agencies and communities caring for and supporting youth with mental health and substance misuse concerns. Engages in suicide prevention initiatives and mental health promotion activities.</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 Hope North Recovery Services

Competencies / Requirements:	
Degrees, Certificates and Licenses:	<ul style="list-style-type: none"> Baccalaureate Degree in Social Work or Registered Psychiatric Nurse (other qualifications and experience directly related may be considered) Eligible to practice and maintain membership with the professional organization Eligible to practice and maintain licensure within the College of Manitoba if applicable Valid Manitoba Class V driver's license, access to a vehicle, and willingness to travel the region year round
Knowledge:	<ul style="list-style-type: none"> Five (5) years directly related experience Working knowledge of Windows based programs (Microsoft Word, Excel, Outlook) and Internet

	<ul style="list-style-type: none"> • Demonstrates understanding of the clinical roles and responsibilities of staff working within a youth crisis facility • Comprehensive knowledge and advanced level of practice in clinical assessment and therapeutic models of intervention. • Knowledge of the techniques and procedures of resident care related to programming • Knowledge of mental health symptoms, issues, treatments, including use of psychotropic medications • Knowledge of mental health treatment resources • Knowledge of substance misuse treatment resources • Knowledge and the ability to transfer knowledge to clinical staff of Mental Health Act, Child and Family Services Act, Personal Health Information Act, Freedom of Information and Protection of Privacy Act and Youth Addictions Stabilization Legislation
Skills:	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Ability to speak Cree an asset • Respects and promotes a culturally diverse population • Ability to work effectively in a multi-disciplinary team and independently • Strong organizational skills and ability to meet deadlines • Demonstrates commitment to providing quality, innovative, best practice and culturally safe services to youth in crisis • Demonstrates leadership, coaching, modelling and mentoring skills • Demonstrates ability to understand best practice as it relates to legislation • Demonstrates ability to problem solve in complex situations and communicate potential solutions to staff and management • Demonstrates ability to research, analyze and summarize complex information to guide practice and determine action(s) required • Demonstrates ability to develop and maintain effective working relationships with individuals, family/caregivers, agency personnel, groups, community officials or community members • Demonstrates ability to develop and/or deliver training and education materials
Duties:	<ol style="list-style-type: none"> 1. Advocates on behalf of the Northern Health Region 2. Promotes safety and health in the workplace 3. Contributes to a culture of client and staff safety 4. Actively participates in the constant goal of improving service according to budgetary guidelines 5. Leads and supervises clinical practice 6. Plans, analyzes, and evaluates program 7. Educates, teaches, learns and researches 8. Performs various administrative duties 9. Intervenes in crisis situations as required 10. Consults, collaborates, liaises, and advocates 11. Provides consultation to other healthcare professionals, agencies or referral sources, clients and the general public 12. Provides coverage to clinical positions when required 13. Manages caseload 14. Ensures effective communication within the department and the organization 15. Ensures Continuous Quality Improvement 16. Demonstrates professionalism within the Code of Conduct 17. Demonstrates Leadership Qualities 18. Ability to recognize and pursue self-development opportunities

	19. Assists with training new staff as required
Working Conditions:	<ul style="list-style-type: none"> • Primary day shift, Monday to Friday • Weekend and evening work on occasion • Manual dexterity required to use desktop computer and peripherals • Frequent changes of complement of clients and staff in facility, changes to care plans and routines, updating services and activities to enhance current compliment of residents and safety requirements • Light or heavy carrying, climbing or physical demands 10-20% of the time • Risk for developing or aggravating a musculoskeletal injury • Possible behavioral non-violent crisis intervention may be required 5 to 10 % of the time
Decision Making:	<ul style="list-style-type: none"> • Daily supervision of client care activities of programs • Responsible for problem solving in collaboration with other members of the Hope North team and/or clients/families/agency personnel/major stakeholders • Responding to client/family/worker inquiries/complaints and provide resolution to issue • Prioritization of workload
Key Working Relationships:	<ul style="list-style-type: none"> • Manager Hope North Recovery Services • Hope North Team • Support Services • Health Promotion Programs • Mental Health Programs and Services (Locally and Provincially) • Emergency Department(s) • External Agencies
Direct Reports:	<ul style="list-style-type: none"> • None

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.

Approved By:

Elizabeth Taylor
VP, Director or Manager

July 18, 2019

Date

Reviewed by:

Wanda Readin
VP Human Resources & Chief HR Officer

July 18, 2019

Date



JOB DUTY ACTIVITIES FOR

CLINICAL SERVICES COORDINATOR

JD-31-090

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region	<p>1.1 Promotes the mission, vision, values and goals of the NHR in their day to day work</p> <p>1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Act (FIPPA), NHR policies, and any other applicable legislation</p> <p>1.3 Adheres to all NHR policies</p> <p>1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)</p> <p>1.5 Participates and supports research program studies and quality improvement incentives with the Northern Health Region</p>
2. Promotes safety and health in the workplace	<p>2.1. Takes care to protect own health and safety</p> <p>2.2. Takes all precautions necessary to protect the safety and health of other workers</p> <p>2.3. Understands and follows legislation and workplace safety and health requirements</p> <p>2.4. Reports incidents and unsafe acts and hazards</p> <p>2.5. Cooperates with Workplace Safety and Health Committee and employer on safety and health issues</p> <p>2.6. Complies with the Respectful Workplace Policy</p> <p>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</p> <p>2.8. In collaboration with, and under the supervision of the Manager/Designate, ensure equipment is properly maintained, ensures colleagues have the information, training, certification, supervision and experience to do their jobs safely and assist with safety handling, storage and disposal of chemical and biological substances in the workplace</p> <p>2.9. Participates in identification of the knowledge base and competency level required for safe practice in the specific area</p> <p>2.10. Knowledgeable in facility fire, safety, and disaster plans as well as policies and procedures related to security and client safety</p> <p>2.11. Participates in defusing/debriefing activities following unusual/critical occurrences</p>
3. Contributes to a culture of client safety	<p>3.1. Commits to client safety as a key professional value and an essential component of daily practice</p> <p>3.2. Uses appropriate protective clothing/equipment</p>

	<p>3.3. Integrates client and staff safety practices into daily activities</p> <p>3.4. Understands client safety practices that reduce the risk of adverse events, such as infection control, injury prevention, safe administration of medication and risk awareness</p> <p>3.5. Recognizes, responds and reports adverse events and near misses</p> <p>3.6. Questions health care practices that may not be in the best interest of the client and/or public and where appropriate uses established mechanisms to report and follow-up</p> <p>3.7. Takes preventative, as well as corrective action to protect clients from unsafe, incompetent, unjust or unethical circumstances</p> <p>3.8. Provides an environment that is supportive for the client</p>
4. Actively participates in the constant goal of improving service according to budgetary guidelines	<p>4.1. Meets with Manager and team(s) to discuss current services, service concerns and opportunities to enhance services, within budgetary confines</p> <p>4.2. Plans for evolution of services to meet current and changing needs and provide services with ultimate benefits for clients/families/communities as per evidence informed practice and wise practices</p>
5. Leads and supervises clinical practice	<p>5.1. Reviews and supports the development of care plans led by the client and his/her family/caregivers, with clearly identified goals and objectives</p> <p>5.2. Oversees the clinical function of staff to ensure they are following legal and ethical guidelines, policies, and procedures as set out by the unit, department, and employer</p> <p>5.3. Educate, coach, and mentor all clinical staff</p> <p>5.4. Provides a structured environment for staff that promotes self-reflection, skills, knowledge, and value</p> <p>5.5. Ensures adequate time is provided to new professional staff to understand their role and function as it relates to service delivery</p> <p>5.6. Fulfill duties as required in the absence of clinical service providers</p>
6. Plans, analyzes, and evaluates program	<p>6.1. Completes any required reports</p> <p>6.2. Contributes to program development and operations through participation in designated committees, strategic planning, project improvement teams and working groups</p>
7. Educates, teaches, learns and researches	<p>7.1. Provides assistance and support to clinical staff to integrate their knowledge into practice</p> <p>7.2. Help to develop and enhance professional skills</p> <p>7.3. Continuous research, to provide educational materials that are evidence based. E.g. books, journal articles, online tutorials/webinars</p> <p>7.4. Arrangement of training for staff in consultation with manager to enhance skills to perform job functions of clinical roles and provide frequent, specific, and direct feedback to staff pertaining to clinical responsibility.</p>

	<p>7.5. Provides tools used in the clinical roles and educates staff on where to access and how to implement</p>
8. Performs various administrative duties	<p>8.1. Completes forms necessary to open and close files in accordance with program standards</p> <p>8.2. Completes and records file documentation (progress notes) after each client contact</p> <p>8.3. At the time of closing files, a closing summary is completed and placed on file</p> <p>8.4. At time of transferring files, a transfer summary is completed and placed on file</p> <p>8.5. All client records (progress notes, intake forms, assessments, correspondence, fax confirmations, case plans, forms) are placed in the specified section of the file and in chronological order</p> <p>8.6. When providing coverage in a co-workers absence, completes progress notes of all interactions with clients or collateral agencies pertaining to clients</p> <p>8.7. Completes monthly reports following the prescribed format, and submits to the direct supervisor at the end of each month</p> <p>8.8. Checks and responds to e-mail and correspondence daily</p> <p>8.9. Completes learning contracts, course registrations and travel</p> <p>8.11. Completes monthly records of expenses occurred and forwards to Manager for approval and payment</p> <p>8.12. Secures all client records and information of a confidential nature in a locked cabinet and ensures that the computer is logged off of when leaving office</p> <p>8.13. Completes time sheets and additional service claims (if necessary) and submits to the administrative assistant and supervisor at time specified</p> <p>8.14. Completes required statistical and data system reports within the required time frames</p> <p>8.15. Promotes participation of staff and clients in process to gather customer satisfaction surveys</p> <p>8.16. Completes occurrence reports as necessary and set out in the Health Authority's policy</p> <p>8.17. Updates phone recordings daily, weekly or as necessary to identify absences from the office, accessing alternate means of support and timeline for return calls</p> <p>8.18. Use of Out of Office Assistant on Outlook during absence from office</p>
9. Intervenes in crisis situations as required	<p>9.1. Communicates effectively with other members of the Hope North Team</p> <p>9.2. Communicates with department staff, individually and as a group to promote efficient functioning and high morale</p> <p>9.3. Communicates effectively with the Manager Mental Health and other staff of Hope North</p> <p>9.4. Develops and maintains relationships with internal as well as external departments, agencies, or groups</p> <p>9.5. Attends and participates in regular case review and team meetings, and reviews minutes</p> <p>9.6. Completes any required reports</p>

	<p>9.7. Participate in supervision meetings with direct supervisor or designated manager as required (scheduled or otherwise)</p> <p>9.8. Provides case coverage or intake service for colleagues when required due to staff absences</p> <p>9.9. Contributes to program development and operations through participation in designated committees, strategic planning, project improvement teams and working groups</p> <p>9.10. Participation in quality improvement initiatives and accreditation</p> <p>9.11. Participation in committees as requested or required</p>
10. Consults, collaborates, liaises, and advocates	<p>10.1. Consults, collaborates, liaises and advocates with professionals, child caring agencies, schools, community agencies, and hospitals regarding mental health issues pertaining to children, adolescents and family systems</p>
11. Provides consultation to other healthcare professionals, agencies or referral sources, clients and the general public	<p>11.1. Responds to requests for information as a member of the team to support treatment plans of related healthcare professionals, providing services to this same client base</p> <p>11.2. Provides documentation as requested by other healthcare professionals</p> <p>11.3. Develops treatment plans to be implemented by other healthcare professionals</p>
12. Provides coverage to clinical positions when required	<p>12.1. Provides case coverage or intake service for colleagues when required due to staff absences, vacancies or during times of heavy workload</p>
13. Manages caseload	<p>13.1. Engages the client in a trusting relationship by ensuring role clarification, provision of support, and advocacy while striving for client self-sufficiency with a focus on recovery and building resilience</p>
14. Ensures effective communication within the department and organization	<p>14.1. Communicates and consults with the Manager</p> <p>14.2. Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>14.3. 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>
15. Ensures Continuous Quality Improvement	<p>15.1. Participates in Accreditation process and committee activities</p> <p>15.2. Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>15.3. Embraces LEAN methodology</p>
16. Demonstrates professionalism within the Code of Conduct	<p>16.1. Demonstrates the ability to accept and adjust to change</p> <p>16.2. Assumes responsibility for own actions</p> <p>16.3. Exhibits initiative in the work environment</p> <p>16.4. Appears professionally as described in the NHR and department dress code policies</p> <p>16.5. Reports for work as scheduled in a prompt manner</p> <p>16.6. Demonstrates a commitment to their clients, public and profession</p>

	<ul style="list-style-type: none"> 16.7. Adheres to the Code of Ethics recognized by the provincial regulatory organization 16.8. Practices with scope of professional and personal imitations and abilities 16.9. Demonstrates flexibility in problem solving in processes with improvements, such as introduction of new equipment, new chemicals, new procedures 16.10. Communicates and participates in problem solving with coworkers and supervisors
17. Demonstrates Leadership Qualities	<ul style="list-style-type: none"> 17.1. Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework 17.2. Leadership Competency Self- Assessment – Leading in Place
18. Ability to recognize and pursue self-development opportunities	<ul style="list-style-type: none"> 18.1. Reviews and keeps up to date with policies and procedures of the NHR 18.2. Completes Absorb mandatory courses as required 18.3. Attends required staff training sessions, in-service programs, or seminars as required 18.4. Maintains and updates skills and certification(s) as required 18.5. Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures and committee work 18.6. Attends scheduled staff meetings and any other required meetings 18.7. Uses self-evaluation, new learning and evidence in professional development 18.8. Demonstrates commitment to continuing competence
19. Assists with training new staff as required	<ul style="list-style-type: none"> 19.1. Participates in orientation of new staff as necessary 19.2. Provides guidance to learners as required 19.3. Provides, education, mentoring, and skill development