

Position Title: **Intervention and Outreach Team (IOT) Coordinator**

Program/Service: Community Development / Management Team

Labour Class:

Union: MAHCP

Date: Updated 2023 – from 2019

Education/Training Required:

1. Bachelor's Degree in Social Work required. Post graduate degree an asset.
2. Current Practicing registration with the Manitoba College of Social Workers as RSW.

Position Summary:

- A. Team Management and Leadership
- B. Management Team
- C. Program Development / Coordination / Partnerships
- D. Program Delivery and Client Service
- E. EMR – Documentation and Document Management
- F. Student / Volunteer Support and Mentorship
- G. Quality Improvement (QI) and Client Safety
- H. Integration, Collaboration & Teamwork

Responsibilities:

- A. Team Management and Leadership

- a. Responsible for recruitment of IOT team members including – placing advertisements and postings on website and externally. Supports other coordinators with recruitment strategies including interviews.
- b. Responsible for hiring, orientating, training, and supervision of IOT Team members including coaching and training in High Fidelity Wrap Around Model.
- c. Works with Executive Director and/or HR Officer in cases of disciplinary action or performance management.
- d. Coordinates staff schedules including projects, vacation, relief etc. as required.
- e. Provide supervision, mentorship and support to staff as needed, including scheduling debriefing sessions.
- f. As part of the Community Development Leadership Team – ensures Team functioning, integration, collaboration and competence through:
 - Coordination and chairing of designated regular team meetings: i.e. IOT team;
 - Ensuring team access to continuing education i.e., workshops, on site presentations, Telehealth, etc.;
 - Review, update and disseminates any new policies, team processes and practice guidelines;
 - Coordinating Team Planning events / retreats;
 - Coaching and training designated staff in High Fidelity Wrap Around Model.
- g. Supports team members with complex client cases including managing client complaints, managing conflict and offering mediation as required.
- h. Supports team members with off-site / satellite site issues as required.

B. Management Team (MT)

- a. Actively participates at regular and ad hoc Management Team meetings and Community Development Leadership meetings.
- b. Represent direct reports at Team meetings – bringing forward issues and working jointly on solutions.
- c. Jointly with all Community Development Coordinators – ensures integrated, timely and effective day to day operations of all teams under Community Development including Resource Centres and outreach programs.
- d. Participates in and takes a lead role as required on designated Management Team projects and activities i.e., Strategic Planning sessions, Staff Retreats, AGM planning etc.
- e. Acts as a back-up coordinator within the Community Development Leadership team and shares joint responsibilities as assigned.

C. Program Development / Coordination / Partnerships

- a. Takes a lead role in the development, implementation and evaluation of innovative Community, Health Promotion, Leadership, Counselling and Outreach programming using Community Development and Health Equity lens, as assigned and per funding agreements.
- b. Supports the team in the planning, promotion and delivery of specialized collaborative programming per funding agreements and community needs i.e.:
 - High Fidelity Wrap Around Models;
 - Groups and presentation as required.
- c. Takes a lead role and/ or supports team members with funding and research proposals as required.
- d. Supports community people and NorWest Teams in identifying health and social concerns/needs and generate appropriate processes and programs designed to meet those needs.
- e. Collaborates and supports team members in the development of appropriate educational and promotional materials, where

necessary, to support and encourage community health programs including social media.

- f. Supports team members with resource allocation and supplies acquisition for program delivery.
- g. Responsible for the overall organization, promotion and facilitation of designated community advisories if required.
- h. Participates on related interagency committees and community development initiatives related to program goals.
- i. Responsible for creating and maintaining partnerships with identified health agencies including Child and Family Services and funder to ensure collaborative approach to program delivery, resource sharing and enhanced client access.
- j. Actively participates and/or chairs related program planning and evaluation team meetings to determine and develop as needed data collection and evaluation tools (surveys etc.,).
- k. Responsible for the ongoing monitoring and data collection of selected programs as required to meet funding requirements and standards of care.

D. Program Delivery and Client Service

- a. Provides specialized counselling, support and coordination of care of clients with complex clinical needs including performing intakes per Intake criteria, clinical assessments, referrals and supporting team members in the delivery of care to the client using High Fidelity Wrap Around Model.
- b. Participates in the delivery of innovative programming under Community Development such as IOT Program.
- c. Ensures a client centered approach to care that is culturally appropriate, safe and inclusive, and fosters open communication and partnership with the client, families and other service providers in the development of the care plan.

- d. Advocates for the interests of individual clients and groups of clients to ensure access to comprehensive and holistic health care including ensuring timely internal and external referrals.
 - e. Actively seeks out and maintains interagency and community resources and partnerships to support client care needs.
 - f. Acts as a resource to the community and all NorWest staff.
- E. EMR – Documentation and Document Management – Team and Personal
- a. Ensures accurate and timely documentation of all client related encounters in EMR per documentation standards.
 - b. Ensures up to date client record within EMR as per funding agreements and standards of care.
 - c. Ensures prompt follow-up of documents and tasks in the EMR.
 - d. Generates statistical reports from EMR as required.
- F. Student / Volunteer Support and Mentorship
- a. Actively supports designated students – social work, counselling and other health care professional students as required, includes scheduling, mentorship and evaluation.
 - b. Actively supports NorWest volunteer placement within Community Development team as required.
- G. Quality Improvement and Patient/Client Safety
- a. Actively participates in the overall QI and Accreditation process, ensuring team members involvement in QI and participation on QI committee.
 - b. Ensures client/customer centered approach to care.
 - c. Participate in Client/Patient Safety initiatives including ensuring team member representation on Workplace and Safety Committee.
 - d. Ensure ethical conduct and practice in daily work.

- e. Ensures accurate and timely data/statistical collection and reporting per funding agreements and reporting practices.
 - f. Ensure confidentiality of all client information per PHIA and PAct.
 - g. Ensure confidentiality and privacy of Staff, Volunteers and Board members per PIPEDA.
 - h. Ensure use of evidence-based practice in daily work.
 - i. Use respectful communication and approach with clients and staff.
 - j. Actively participate and acts as a leader in program development, research activities and evaluation as required.
 - k. Responsible to prepare for and engage in supervision and participates in debriefing as required.
- H. Integration, Collaboration & Teamwork
- a. Takes a lead role in ensuring daily collaborative approach and teamwork.
 - b. Actively participate and chairs designated team meetings.
 - c. Actively participate and chairs designated internal committees and projects.
 - d. Communicates/shares relevant information with team members in a timely and appropriate manner.

Experience Required:

- A. Experience in counselling youth and families with complex issues.
- B. Demonstrated proficiency in Clinical skills including competence in risk and clinical assessment.
- C. Ability to become a Trainer in High Fidelity Wrap Around Model.
Knowledge of High-Fidelity Wrap Around Model an asset.

- D. Demonstrated knowledge of The Child and Family Services Act, The Mental Health Act, and Young Offenders Act.
- E. Demonstrated knowledge of child welfare, child and family services, justice and education systems of Manitoba.
- F. Demonstrated experience in leaderships and supervisory role.
- G. Demonstrated experience in program planning, implementation, delivery and evaluation. Experience with external Research and Evaluation an asset.
- H. Experience working with diverse cultures and economic background and sensitivity to issues of colonialism.
- I. Knowledge of Motivational Interviewing strategies and CBT and DBT an asset.

Personal Qualifications/Characteristics Required:

- A. Excellent interpersonal communication and counselling skills.
- B. Demonstrated expertise in evaluating evidence and literature.
- C. Effective problem solving, conflict resolution, organizational, and leadership skills.
- D. Demonstrated ability to foster interdisciplinary collaboration that supports quality services, quality improvement and staff empowerment.
- E. Excellent knowledge of community resources, community development, food security, health equity and harm reduction principles.
- F. Empathetic, non-judgmental approach.
- G. Keeps all organizational/business information confidential.
- H. Actively seeks out learning opportunities to ensure continual competence.

- I. Accountability to individual, team, and organizational workload/deadlines.
- J. Up to date knowledge of Mission, Vision, Values, Strategic Priorities and Team Objectives.
- K. Strong skills to utilize computerized information systems, audio visual aids and other resources to promote health education programs and services. Use of EMR Accuro an asset.
- L. Valid Driver's License and Access to a Vehicle.
- M. Subject to Police Records Check (including vulnerable persons).

Licenses/Registrations:

Registration with the Manitoba College of Social Workers (RSW) required.

Approval:



Executive Director

November 2023

Date