

**WINNIPEG REGIONAL HEALTH AUTHORITY  
POSITION DESCRIPTION (Non-Management)**

**DATE: April 19, 2017**

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**POSITION TITLE: PACT Service Coordinator**  
(previously CHSS)  
**DEPARTMENT: Mental Health**

**JOB CODE: 30002225**

**UNION: MGEU 220**

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**SUPERVISOR'S TITLE:** PACT Team Leader

**SUPERVISORY RESPONSIBILITIES:** May have students from various disciplines

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**EDUCATION:**

- BSW, OT, PT, BSc PN, RPN, BN, RN, SLP, RD, or related health/human service degree required.
- Specific discipline required will be based on the operational needs of the multi-disciplinary team.

**EXPERIENCE:**

- Minimum four years' related community experience working with people with serious and persistent psychiatric disabilities; combination of institution and community experience will be considered.

**OTHER:**

- Working knowledge of the principles of psychosocial rehabilitation and recovery.
- Skills in assessing, planning, development and coordination of services.
- Working knowledge and experience in working with people experiencing addictions an asset.
- Effective networking and agency relation skills.
- Excellent organizational, communication and interpersonal skills.
- Vehicle and driver's license required.

**LICENCES, REGISTRATIONS:**

- Responsible for maintaining and providing proof of registration with relevant regulatory body.
  - If successful applicant is a Registered Dietitian, must be a graduate of a recognized dietetic internship program accredited by Dietitians of Canada.
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**Overview of Community Mental Health Program:**

“Our Vision is Healthy People, Vibrant Communities, Equitable Care for All”. To bring this vision to reality the WRHA Adult Mental Health Program provides an integrated and comprehensive range of mental health services and supports primarily for adult residents of Winnipeg across the healthcare continuum that support and promote recovery. The Program endeavours to ensure access to the right combination of services, treatments and supports across the lifespan, providing seamless transitions from intensive to less intensive services. Through collaboration and partnership across various health, social service and community sectors the program strives to promote mental health and well-being for all, to reduce inequities and the impact of mental health problems and to work towards sustainability of mentally healthy individuals and communities.

## **MAIN FUNCTION:**

The PACT Service Coordinator is responsible for assessing, planning, development and coordination of treatment, rehabilitation and support services provided to program participants under the clinical supervision of the team leader and the psychiatrist. The PACT Service Coordinator will provide services to individuals using the principles of psychosocial rehabilitation and recovery to guide their practice and function as a clinical member of the multidisciplinary team. The PACT Service Coordinator may be designated by the team leader to function on the team as the shift manager, team nurse, a team substance abuse specialist, vocational specialist or spiritual care provider. (See addendums to these job specialty areas).

## **POSITION DUTIES AND RESPONSIBILITIES:**

### **Assessment**

- Mental health
- Addictions
- Safety
- Legal issues
- Education and Vocation
- Functional abilities
- Social and developmental areas
- Spirituality
- Physical health
  
- Makes appropriate notation to recovery plans to ensure immediate and appropriate interventions are provided in response to changes in mental health status or behavior, which puts individuals at risk.
  
- Provides ongoing assessment of individuals:
  - Physical health;
  - Mental health their symptoms and response to treatment.
  - Substance use and gambling
  - Use of drugs and alcohol;
  - Education and employment;
  - Overall functioning
  - Activities of daily living;
  - Family and relationships;

- Spiritual issues.
- Legal Involvement
- Safety
- Housing

## **Planning**

Participates in:

- Daily staff clinical/organizational meetings;
- Recovery planning meetings;
- Recovery plans review meetings;
- Team culture meetings;
- Program administration meetings;
- Educational meetings.
- Plans various techniques and strategies to help individuals achieve their goals in accordance with Recovery Plans.

## **Development**

- Provides direct clinical services to program participants on an individual, group, and family basis in community settings and in the office:
  - To teach symptom management techniques;
  - To alleviate and manage symptoms not reduced by medication;
  - To promote personal growth and development by assisting individuals to adapt to and cope with internal and external stresses.
- Provides ongoing problem solving, side by side services, skill training, supervision and environmental adaptations to assist individuals with activities of daily living.
- Assists and support individuals to carry out personal hygiene and grooming tasks.
- Provides nutrition education, meal planning, grocery shopping, and food preparation.
- 3.5 Assists and support individuals to perform household activities, including house cleaning and laundry.
- Teaches money – management skills and assist individuals in accessing financial services.
- Provides individual supportive therapy, social skills development, and assertiveness training to increase an individual's social and interpersonal activities in community setting.
- Provides side by side support and coaching to help individuals socialize.
- Participates in providing various substance abuse and treatment services e.g. harm reduction strategies.
- Participates in providing rehabilitation services e.g. employment.

## **Coordination**

- Provides service coordination for an assigned group of program individuals including:
  - Assuming primary responsibility for developing, writing, implementing, evaluating, and revising overall recovery goals and plans in conjunction with the Individual Treatment Team;
  - Coordinating and monitoring the activities of the individual treatment team;
  - Providing individual supportive therapy and symptom management, ensuring immediate changes are made in the recovery plans as an individual's needs change;
  - Educating and supporting program participants' families, and advocating for their rights and preferences.
- Consults with community agencies and families to maintain coordination in the treatment, rehabilitation and support process.
- Perform shift management duties when delegated that includes:
  - Completion of shift management sheet
  - Monitor daily assignments
  - Respond to arising needs of participants
  - Support staff in their tasks as appropriate
- Provides on-call crisis intervention covering nighttime hours and serve as a backup to staff working evening and weekend.
- Participates in treatment, rehabilitation, and support services with all program individuals as assign in Recovery Plans.
- Organizes and leads individual and group activities to enrich individuals' life around social, recreational, employment, and other activities to structure individuals' time, increase experiences and provide opportunities to practice skills and receive feedback and support.

### **Administrative Duties**

- Documents individual progress to maintain a permanent record of participant activity according to established methods and procedures both on the "PACT Collaborative Health care Record.
- Participates in identifying needs, planning, development and revision of program:
  - Policies and procedures
  - Work tools
  - Resources
- Team Development

### **Specialty Functions**

- Some of PACT service coordinators may be asked to lead in the following specialty functions based on their education, experience, team needs and interest and may include the following:
  - Nursing
  - Addiction specialist
  - Vocation specialist
  - Spirituality specialist

- Occupational therapy
- Justice specialist
- Family specialist

**Other**

- Adheres to all safety and health regulations and safe work practices.
- May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.