



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

DATE:

**POSITION TITLE:** Program Liaison, Special Contracts Unit

**JOB CODE: 30006303**

## UNION: MAHCP

**DEPARTMENT:** Home Care & Community Mental Health

**SUPERVISOR'S TITLE:** Manager, Home Care Special Contracts  
Manager, Mental Health Special Contracts

**SUPERVISORY RESPONSIBILITIES: Number Titles of those supervised (None)**

## EDUCATION:

- BSW, BN, RN, RPN, OT, PT or other degree in relevant healthcare discipline required.

## **SPECIAL TRAINING:**

- Knowledge of computer systems and proficiency in the use of software applications experience including Microsoft Office (e.g. Word, Excel, Visio, PowerPoint).

## EXPERIENCE:

- Minimum 4 years of relevant clinical experience working with Home Care and/or Community Mental Health clients required.

**OTHER:**

- Additional clinical experience preferred working with specialized populations, including clients with enduring mental illness, addiction issues, homelessness, and clients with complex responsive behaviors.
- Effective networking and relationship building skills with a variety of internal and external contacts spanning community and acute care settings, including clients and families, colleagues and community agencies.
- Possess working knowledge of WRHA programs including, but not limited to Mental Health, Home Care, Long Term Care, Community Forensic Mental Health.
- Knowledge of community programs and housing opportunities.
- Excellent relationship building with various stakeholders internal and external to the WRHA.

- Ability to problem-solve in complex situations and provide the most appropriate response in a timely manner while promoting the safety of clients and others involved.
- Ability to multi-task effectively.
- Excellent interpersonal and communication skills.
- Ability to function well in a team-oriented environment.
- Well organized and able to maintain accurate documentation and complete comprehensive written reports based on best practice.
- Ability to work independently and take initiative.
- Must adhere to ethical business practices with a focus on accountability and maintain confidentiality of information.
- Project management as required.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- Valid driver's license and access to use of vehicle.

#### **LICENCES, REGISTRATIONS:**

- Responsible for maintaining and providing proof of active registration with the appropriate registering body.
- Individuals eligible for or currently in the registration process will be considered.
- Criminal record check and Adult Abuse registry check required.

#### **MAIN FUNCTION:**

Reporting to the Manager of Home Care Special Contracts and Manager Mental Health Special Contracts Program Liaison will be responsible for assisting with the coordination of the daily operations of Special Contracts. Provides consultation and assistance related to Special Contracts processes and procedures to Case Coordinators, Health Coordinators, Community Mental Health Workers and other WRHA/Shared Health staff. Assists with clinical assessments in order to support the service delivery decision-making process. Coordinates the activities related to Special Contracts including application, Intake meetings, briefing notes, obtaining proposals, ensuring reporting requirements are met, initiating and cancelling Statement of Client Services.

#### **ILLUSTRATED EXAMPLES OF ACTIVITIES OF POSITION:**

- Provide lead coordinating role in all aspects of Special Contract processes.
- Acts as a liaison with WRHA staff and agencies in terms of consultation, process, accountability, incident reporting.
- Actively participates in addressing concerns related to service provision
- Is the primary point of contact for agencies and case managers for all contractual matters under the Master Services Agreement.
- Organize and lead Special Contracts Review Committee meetings, as well as all other Special Contracts related meetings.
- Organize and lead meetings with agencies.
- Provide consultation regarding challenging client situations in hospitals and community.

- Completes briefing notes for new recommendations of Special Contracts.
- Works collaboratively with leadership of both Mental Health and Home Care programs.
- Collaborate with Community Living Disability Services (CLDS) and other funding partners in terms of complex clients in hospital and working with CLDS regarding mutual clients and issues.
- Assists with coordination and review of occurrence reporting, including provision of training for electronic reporting system; service increase/decrease requests, agency client service reporting, clinical audits both internal and external, and other Special Contract accountability processes.
- Ensures compliance with Winnipeg Regional Health Authority Policies and Procedures related to Special Contracts, including reporting requirements.
- Review all Contract renewals in the renewal time period.
- Provides data reports and analysis of information.
- Assists with quality improvement initiatives to promote efficiency and accountability to special contracts operations.
- Ensures the integrity of the contracting process.
- Promotes and inspires a client-centered and recovery approach amongst WRHA clinical staff and service providers.
- Supports continual improvement of processes and outcomes.
- Facilitates positive communication and collaboration between WRHA hospital and community staff and external partners.
- Facilitates problem-solving techniques using and evidence informed approach to address complex challenges with effective solutions.
- Performs other tasks and duties as assigned by the Managers of Home Care and Mental Health Special Contracts.
- 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.