



**WINNIPEG REGIONAL HEALTH AUTHORITY  
SUPERVISORY/MANAGERIAL  
POSITION DESCRIPTION**

**DATE:** June 8, 2015  
Revised: May 27, 2019

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**I. POSITION IDENTIFIERS:**

**CLASS/JOB #:**30001739  
**UNION:** MGEU

**POSITION TITLE:** Clinical Team Lead - Crisis Services

**PROGRAM/DEPARTMENT:** Adult Community Mental Health - Crisis Response Centre/Crisis Stabilization Unit

**LOCATION:** Crisis Response Centre/Crisis Stabilization Unit

**REPORTS TO:** Manager - Adult Community Mental Health - Crisis Response Centre/Crisis Stabilization Unit

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**II. QUALIFICATIONS REQUIRED FOR THIS POSITION**

**EDUCATION:**

- BSW, BScPN, BN, OT, RPN, RN, or related health/human service degree required.

**EXPERIENCE/SKILLS:**

- Minimum of four years related clinical experience in mental health, with experience in the provision of crisis response services required.
- Experience in acute care mental health considered an asset.
- 3 years' experience in supervisory and managing in a unionized and interdisciplinary team environment.
- Comprehensive knowledge of the Mental Health Crisis Response System in the Winnipeg Health Region/Shared Health and advanced expertise in Crisis Intervention, Suicide Intervention, and mental health assessment processes specific crisis response services.
- Sound knowledge and understanding of Evidence Based Practice, including current knowledge of best practices in the area of mental health crisis response systems and service provision.
- Clinical knowledge and experience in the area of Co-Occurring Mental Health and Substance Use Disorders and the related implications for clinical practice with clients with this diagnosis.
- Ability to work independently with an interdisciplinary, intersectoral and intrasectoral context.
- Demonstrated experience in working with multi-sectoral partnerships: in developing and maintain excellent working relationships with a broad range of individuals and organizations, including the ability to facilitate, collaborate and resolve conflict
- Ability to handle sensitive system level issues in a multi-level service system with professionalism.

- Working knowledge of legislative acts governing healthcare, and specific knowledge of the Manitoba Mental Health Act, as it relates to service provision to clients in mental health crisis.
- Experience developing and delivering education and training sessions

**LICENCES, DEGREES, REGISTRATIONS:**

- Eligibility for registration in area of professional practice required.
- Must be able to physically access and work in a variety of community environments
- Valid driver’s licensed and access to a vehicle.
- Subject to a criminal records check

**III. PLEASE PROVIDE A “SERVICE” OVERVIEW OF YOUR PROGRAM/DEPARTMENT AND OF YOUR SPECIFIC AREA.**

The Shared Health Mental Health and Addictions program provides a range of mental health and addiction services across the healthcare continuum that support and promote recovery. 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 and addiction problems and to work towards sustainability of mentally healthy individuals and communities.

The Crisis Response Centre is a ground-breaking development in the delivery of crisis services within Winnipeg, and upon completion, will be the first of its kind in Canada to offer a constellation of walk-in, mobile and scheduled crisis response services. Once complete, this new service will offer mental health crisis services seven days a week, 24 hours a day. The Centre will include a multi disciplinary team of psychiatrists, nurses, social workers along with other clinicians and support workers with expertise in mental health as well as an understanding of the service needs of persons with an accompanying substance use disorder. The Crisis Stabilization is a separate but linked service that will remain at a separate location. Up to 20,000 people are anticipated to access the Crisis Response Services each year.

**IV. MAIN FUNCTION:**

Under the general supervision of the Manager, Crisis Response Services, Adult Mental Health, the incumbent is responsible for overseeing the day to day operations of the Mobile Crisis Service, Walk-In Crisis Services and Crisis Stabilization Unit including:

1. Clinical Leadership and Coordination
2. Clinical Therapeutic Interventions
3. Clinical Supervision and Collaboration
4. Clinical On-Call
5. Information Management/Research
6. Program Development and Practice Standards
7. Education and Training

## **V. MAJOR RESPONSIBILITIES:**

### **1. CLINICAL LEADERSHIP AND COORDINATION:**

- coordinates the day to day operations of the Crisis Services teams
- assess, prioritizes and delegates workload based on the service needs within the Crisis Response Centre/Crisis Stabilization Unit
- provides clinical leadership and expertise in adult mental health crisis intervention within the designated service areas
- provides clinical interventions to individuals/families seeking crisis services
- facilitates cooperative ventures with other service providers and agencies across the health care continuum to ensure efficient and interdisciplinary client care
- ensures all practice is consistent with relevant legislation, professional standards, policies and clinical practice guidelines of the WRHA
- identifies potential risks and develops plans to mitigate or minimize the risks.
- assists staff with the development and documentation of procedures and standards and implementation of risk management initiatives
- participates in strategic and program planning processes as required
- implements regional mental health initiatives at the Crisis Response Centre/ Crisis Stabilization Unit
- ensures that client complaints and suggestions are addressed and responds to problems and concerns related to clinical practice in a timely manner
- provides PHIA training to new staff

### **2. CLINICAL THERAPUETIC INTERVENTIONS**

- understands and demonstrates knowledge of relevant evidence based practices to providing crisis intervention services
- participates in training staff in the full range of interventions provided at the CRC/CSU
- directly participates in service delivery as required, and also to maintain own clinical competence
- supports staff in the provision of the correctly matched intervention to the presenting issues
- oversight of the discharge plan

### **3. CLINICAL SUPERVISION**

- provides regularly scheduled individual clinical supervision to Crisis Services staff
- provides clinical supervision using a variety of modalities – individual, peer, group, observation, modeling

### **4. CLINICAL ON-CALL**

- provides clinical on-call services to Crisis Services staff on a rotating basis
- provides clinical direction via after hours support to Crisis Services staff
- may be required to attend site(s) if needed

### **5. INFORMATION MANAGEMENT/RESEARCH**

- maintains relevant and accurate records as defined by program standards
- provides oversight to ensure that each clinical episode has complete documentation
- review electronic medical record error reports and completes corrections
- train and support staff in the use of concurrent/collaborative documentation

- train and support staff in the use of the electronic medical record
- utilizes system reports for service monitoring and evaluation purposes (quality)

## **5. PROGRAM DEVELOPMENT AND PRACTICE STANDARDS**

- strives to improve service provision through continuous program evaluation and regular team meetings involved in program planning and review
- ensures that interventions are based on best practice guidelines
- participates in the development of practice standards, guidelines and the tools necessary for service provision

## **6. EDUCATION AND TRAINING**

- helps develop and provides training for staff in all areas of clinical delivery
- helps develop and provides training for community partners in the following areas – use of crisis response services, building crisis response skills, community awareness about crisis response/mental health
- may function as a trainer in providing WRHA supported trainings (ASIST)

## **7. SUPPORTS A COLLABORATIVE CARE MODEL**

- ability to seek out, integrate and value as a partner, the input and ongoing involvement of each patient/client/resident/family/community when designing and implementing care and services
- ability to differentiate among one's own role and the roles of other health providers to appropriately establish and achieve patient/client/resident/family/community goals
- ability to apply the principles of cultural proficiency, team dynamics and group processes to enable quality patient care and effective inter-professional collaboration to emerge in everyday practice
- ability to apply leadership principles that support a collaborative practice model including shared decision-making and accountability for one's own actions
- ability to consistently communicate in a respectful, responsive, and responsible person-centered manner
- ability to engage self and others, including the patient/client/resident/family/community in a positive manner to constructively address disagreements as they arise
- ability to engage in relationships with care, dignity and respect regardless of race, ethnicity, culture, ability or language proficiency

## **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