

**Position Title:** Clinical Team Lead – Intake and Assessment

**Service Area:** Central Access, Intake, Assessment and Coordination

**Union:** MGEU (MAHCP)

**Reports to:** Manager Access, Intake, Assessment and Coordination

**Job Code:** 30007275

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The Shared Health Mental Health and Addictions provide a range of mental health and addiction services across the healthcare continuum that support and promote recovery. Through collaboration and partnership across various health services, social services and community sectors, Shared Health Mental Health and Addiction strives to promote mental health and well-being for all, to reduce inequities, to improve access and coordination to minimize the impact of mental health and addiction issues for individuals and families and to work towards the sustainability of mentally healthy individuals and communities.

Shared Health Mental Health and Addiction, Access, Intake, Assessment and Coordination (AIAC) provides a central single access point for individuals and families looking for support in the areas of mental health and problematic substance use. Access, Intake, Assessment and Coordination is a new and evolving area within Shared Health Mental Health and Addiction and the incumbent will be required to possess necessary skills to support system and process changes.

### **Main Function**

Under the general supervision of the Manager, Access, Intake, Assessment, Coordination, the incumbent is responsible for overseeing the day to day operations of Centralized Intake for Shared Health Mental Health and Addiction (Child, Youth and Adult) including:

- Clinical Leadership and Coordination
- Clinical Therapeutic Interventions
- Clinical Supervision and Collaboration
- Program Development and Practice Standards
- Education and Training

### **Experience**

- Minimum of four (4) years related clinical experience in mental health/ addiction, with intake and assessment experience in the provision intake services for both adult and child & adolescent systems.
- 3 years' experience in leading and supervising in a unionized and interdisciplinary team environment.
- Demonstrated experience in working with multi-sectoral partnerships: in developing and maintaining excellent working relationships with a broad range of individuals and organizations, including the ability to facilitate, collaborate and resolve conflict
- Clinical knowledge and experience in the area of Co-Occurring Mental Health and Substance Use Disorders.
- Experience developing and delivering education and training sessions.
- Experience with case conceptualization and clinical consultation.

**Education**

- Post-secondary degree in a related health/human service discipline from an accredited post-secondary education institution
  - Social Work, Occupational Therapy, Registered Nurse or Registered Psychiatric Nurse would be preferred.
- Post graduate degree is considered an asset

**Qualifications & Skills**

- Demonstrated mid-level leadership capabilities. The provincial health system in Manitoba has adopted the LEADS in a Caring Environment framework.
- Comprehensive knowledge of the Provincial Mental Health and Addiction service system and intake and assessment services
- Sound knowledge and understanding of Evidence Based Practice, including current knowledge of best practices in the area of mental health and addiction intake and assessment
- Ability to work independently with an interdisciplinary, intersectoral and intrasectoral context
- 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.

**Required Licenses, Registrations, Designations**

- Active member in good standing of an associated regulatory body as appropriate

**Physical Demands and Working Conditions**

- Must be able to work safely in a typical computerized office environment with frequent meetings, and to lift and carry items of up to approximately 10 kg
- Interruptions to respond to questions from executives, and partner organizations are common; dedicated and focused time for planning and concentration can be scheduled
- Must have a valid Manitoba driver's license and use of a personal motor vehicle for travel within the province

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**Major Responsibilities:****1. CLINICAL LEADERSHIP AND COORDINATION:**

- Coordinate day to day operations of the Intake and Assessment service teams
- Assess, prioritize and delegate workload based on the service needs
- Provide clinical leadership and expertise in intake and assessment for mental health and addiction
- Facilitate cooperative collaboration with providers in other service areas
- Contribute to processes to ensure service delivery according to defined service standards, relevant legislation, professional standards, policies and clinical practice guidelines of Shared Health.
- Identify and inform colleagues and management of immediate and long-term operating opportunities and risks and participate in the development of plans to mitigate or minimize the risks

- Assist staff with the development and documentation of procedures and standards and implementation of risk management initiatives
- Participate in strategic and program planning processes as required
- Ensure that client complaints and suggestions are addressed and respond to problems and concerns related to clinical practice in a timely manner

## **2. CLINICAL THERAPEUTIC INTERVENTIONS**

- Directly participate in service delivery as required, and maintain own clinical competence
- Support staff in case conceptualization to ensure clients are being referred to the most appropriate service
- Lead weekly clinical consultation meeting supported by psychiatry

## **3. CLINICAL SUPPORT/MENTORING**

- Provide individual and group clinical support and mentoring to staff members
- Train and support appropriate documentation
- Train and support use of applicable electronic medical records, data bases, eChart
- Train and support staff in using the most current evidence-based practices to provide intake and assessment services in mental health and addiction

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

- Participate in continuous improvement initiatives to ensure a high standard of service delivery.
- Participate in the development of practice standards guidelines and tools related to access, intake, assessment and coordination activities
- Model the support of system change within Shared Health Mental Health and Addiction Access, Intake, Assessment and Coordination

## **5. EDUCATION AND TRAINING**

- Assist in the development and provision of training for staff in all areas of service delivery
- Assist in the development and provision of community awareness sessions related to access and services available

This position is guided by prescribed frameworks, the foundational documents of the organization including the organizational vision, mission, values and policies, available tools, models, methods and standards to support best practices from established independent organizations, and applicable legislation, regulations and standards.

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### **Authority**

- In collaboration with the manager and within their scope, allocate and monitor staff and assigned resources within the assigned area to ensure efficient, safe, and financially responsible client service

### **Influence**

- Collaborate with other systems, organizations and individuals from hospital and the community in order to optimize timely provision of services and access to treatment
- Provide consultation and information to key stakeholders in the area of intake and assessment for mental health and addiction services
- Participate in system meetings for complex clients when requested and if appropriate

- Identify issues and potential solutions to improve Access, Intake, Assessment and Coordination processes and pathways
- Collaborate with others for overall service improvements
- Model the support of system change within Shared Health Mental Health and Addiction Access, Intake, Assessment and Coordination