

**Job Title:** Team Leader- HUB /FACTT

**Service Area:** Mental Health & Addictions

**Reports to:** Manager of Specialized Mental Health Services HUB/FACTT - ACT

**Job Code:** 30002227

**Union:** MAHCP

---

**SUPERVISORY RESPONSIBILITIES:** HUB/FACTT Service Coordinators, Peer Support Workers

---

***HUB – FACTT (Flexible Assertive Community Treatment)- ACT (Assertive Community Treatment)***

Shared Health is implementing wrap- around inter-disciplinary community mental health teams for individuals who have severe mental illness. These teams will be composed of the HUB, FACTT and ACT teams. The teams will work with individuals who have a severe mental illness and may have been in hospital for extended periods of time, in a special contract, use a number of services and require regular supports to assist in community living. Individuals do not require a diagnosis of primary psychosis but may have a mental illness diagnosis, behavioral complexity, co-existing medical conditions, cognitive impairment, addictions, be involved with the criminal justice system and do not meet the criteria for other mental health programs or services.

The model is a dual intensity level approach and allows for a coordinated approach of care, less intensive FACTT (with ability to scale up to ACT for a temporary duration of time), and continuously intensive ACT.

The HUB will be responsible for:

- the assessment, intake and navigation of individuals that are referred for services.
- the development and oversight of the standardization for FACTT and ACT teams.

The Flexible ACT team (FACTT) will service a broader mental health client population.

FACTT will be responsible for:

- case management services in the community.
- has the ability to provide more intensive treatment services for a short period of time when needed by the individual.

The ACT team would allow for intensive service for individuals with severe mental illness and have a number of functional and adaptive needs. The ACT team will provide 24-hour wrap around services provided by an inter-disciplinary team. 24-hour services are composed of staff on site days and evenings and on call support after hours.

**MAIN FUNCTION:**

Under the general supervision of the Manager Specialized Mental Health Services the team leader is responsible for overseeing the day to day operations of the HUB / Flexible Assertive Community Treatment (FACTT) Team. The HUB team will:

- Accepts and screens referrals for FACTT and ACT.
- Provides recommendations to the referral source in regards to an appropriate plan to ensure individual receives services.
- Provides navigation of mental health services to ensure the individual is referred to the appropriate service.
- Completes behavior of concern assessments and provide treatment recommendations to team members, family and our service providers.
- Collaborates with the team psychologist in regards to referrals that are more complex or additional support is required.

The FACTT team will:

- Assumes responsibility for directly providing needed treatment, rehabilitation, and support services to individuals with a severe and persistent mental illness.
- Supervises and evaluates the multidisciplinary team in conjunction with appropriate psychiatric support.
- Incorporates the principles of recovery and empowerment to ensure helpful and respectful services to program participants; and functions as a practicing clinician on the team.
- Functions as a practicing clinician on the team.

**EXPERIENCE:**

- Minimum of (5) years directly related clinical experience with working with individuals with severe and persistent mental illness and principles of psychosocial rehabilitation and recovery.
- Minimum of 3 years of experience in supervising and managing in a unionized and interdisciplinary team environment.
- Clinical knowledge in the area of Co-Occurring Mental Health and Substance Use Disorders and the related implications for clinical practice.

**EDUCATION:**

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

**SPECIAL TRAINING:**

- ASIST
- Suicide Intervention Training
- Aboriginal Cultural Awareness Workshop

**OTHER:**

- Demonstrated leadership, coaching and mentoring abilities.
- Expertise in the area of community mental health expertise and experience in clinical practice consultation, performance management of multidisciplinary staff, and team building.
- Excellent organizational, communication and interpersonal skills.
- Effective networking and agency relations skills.
- Comprehensive knowledge and understanding of HUB/FACTT, psychosocial rehabilitation, recovery, and empowerment.
- Comprehensive knowledge and understanding of Evidence Based Practices, including current knowledge of best practices in the area of Assertive Community Treatment.

**LICENSES, REGISTRATIONS:**

- Must be registered and a member in good standing with the relevant regulatory body.

**Physical Demands and Working Conditions:**

- May be required to work safely in a typical computerized office environment with frequent meetings.
- May be required to travel throughout the service area requiring a valid Manitoba driver's license and use of a personal motor vehicle.

---

**Major Responsibilities:****Supervision:**

- Provides clinical supervision and direction to the HUB/FACTT team on a regular basis through daily meetings, recovery planning meetings, clinical supervision and performance conversations.
- Provides staff with regular clinical supervision meetings to review and discuss areas for growth.
- Conducts an annual performance conversation with each staff member.
- Collaborates with the FACTT psychiatrist in regards to performance issues of staff.
- Provides for mentorship to new staff and students.
- Implements staff development activities with help from the team including orientation of new staff, in-service training, individual supervision and performance conversations.
- Responsible for staff recruitment and retention.
- Conducts program audits as required.

**CLINICAL:**

- Spends at least 50% of time as a team member providing direct clinical services.
- Directs day to day clinical operations of the HUB/FACTT team:
  - schedules staff work hours to ensure coverage
  - attends daily organizational staff meetings and recovery planning meetings
  - continuously evaluates the status of participants within the program and do appropriate planning and coordination of treatment activities to ensure immediately alter to their changing needs.
- Directs and coordinates participant admission process and treatment, rehabilitation and support services:
  - Conducts an initial meeting with individual to determine if they are appropriate for-FACTT / ACT services;
  - Participates in the initial assessment of the individual with the FACTT psychiatrist
  - Assigns the most appropriate staff to the individual treatment team.
  - Provides supervision of the development of the comprehensive assessment and recovery plan of each participant.
- Performs on-call duty for crisis intervention and for staff supervision and consultation.

- Develops and maintain relationships with other community agencies and hospitals both formal and informal.
- Participates in monthly team leader meetings.
- Shift manager function on daily basis.
  - a) Completes shift management sheet
  - b) Monitors daily assignments
  - c) Responds to arising needs of participants
  - d) Supports staff in their tasks as appropriate
- Performs on-call duty for crisis intervention and for staff supervision and consultation.

#### **ADMINISTRATIVE:**

- Responsible for the maintenance of program policies and procedures.
- Responsible for systemic problem solving and advocacy.
- Participate in strategic and program processes as required.
- Responsible for ensuring that all Regional and Community Mental Health Guidelines are implemented by the team.

#### **PROGRAM DEVELOPMENT AND PRACTICE STANDARDS**

- Strives to improve service provision through continuous program evaluation and regular team meetings.
- Ensures interventions are based on best practice guidelines.
- Ensures that recovery orientated practice principles are applies to all levels of service provision.
- Attends various committees as requested.

#### **RESEARCH:**

- Responsible for the collection and monitoring of outcomes, utilization and other quality assurance data pertinent to the program.
- Ensure that the team uses the data to improve services.

#### **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.

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

---