

---

**Job Title:** Service Coordinator - FACTT  
**Service Area:** Mental Health & Addictions  
**Reports to:** ACT Team Leader  
**Job Code:** 30008028  
**Union:** MAHCP

---

#### *HUB – Flexible ACT - ACT*

Shared Health is implementing wrap- around multi-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 development of eligibility criteria and referral pathways to and from the services, and identifies gaps in services and develop solutions.
- data collection, oversight, and analytics.
- consultation and assessment for service strategy planning for client and families.
- the assessment and reassessment of clients for appropriateness for FACTT and ACT.

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 a multi-disciplinary team.

**Main Function:**

Under the general supervision of the Team Leader, the Service Coordinator - FACTT is responsible for providing case management services and supports to participants involved with the Flexible ACT team.

**Experience:**

- Minimum four years related community experience working with people with severe & enduring mental illness; combination of institution and community experience will be considered.

**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 inter-disciplinary team.

**Qualifications and Skills:**

- 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.

**Required Licenses, Registrations, Designations:**

- Responsible for maintaining and providing proof of registration with relevant regulatory body.
- Vehicle and driver's license required.

**Physical Demands and Working Conditions:**

Not applicable

---

**Major Responsibilities:**

**Supervision:**

- Acts as shift manager as assigned by team leader and will direct and coordinate daily tasks.  
Including:
  - Completion of shift management sheet
  - Monitor daily assignments
  - Respond to arising needs of participants
  - Support staff in their tasks as appropriate
  - Will facilitate clinical experiences for students and supervise them during the clinical experience.
  - Will provide education to and support the other Flexible ACT team members in regards to other community service providers EIA, PGTO etc.

**Assessment:**

- The service coordinator will complete assessments at intake, during clinical contact and as clinically required on the individual's:
  - Mental health, symptoms and response to treatment
  - Addictions / Substance Use / Gambling
  - Safety

- Legal involvement
- Education and Vocation
- Functional abilities
- Activities of daily living
- Social and developmental areas
- Family and relationships
- Spirituality
- Housing
- 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.
  - Case conference meetings.
  - Plans various techniques and strategies to help individuals achieve their goals in accordance with Recovery Plans.
  - Will recommend to the Flexible ACT team any participant they are working with that needs to be on the FACT board as they require increased services related to stressors / changes in their situation.

#### **Development:**

- Provides direct clinical case management 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.
- Provide nutrition education, meal planning, grocery shopping, and food preparation.
- 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.
- Provide side by side support and coaching to help individuals socialize.
- Participates in supporting substance abuse and treatment services e.g. harm reduction strategies.
- Assists in providing rehabilitation services e.g. employment.

### **Coordination**

- Provides service coordination for an assigned group of Flexible ACT individuals including:
  - As case manager has primary responsibility for developing, writing, implementing, evaluating, and revising overall recovery goals.
  - Providing individual supportive therapy and symptom management, ensuring immediate changes are made in the recovery plans as an individual's needs change; Documents in Convergence any contact with participants, family other resources.
  - 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.
- 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 Flexible ACT Convergence Collaborative Health Care Record.
- Participates in identifying needs, planning, development and revision of program:
  - Policies and procedures
  - Work tools
  - Resources
- Team Development

### **Documentation:**

- Makes appropriate notation to recovery plans to ensure immediate and appropriate interventions are provided in response to changes in mental health or physical health status or behavior, which puts individuals at risk.
- Completes progress notes on a daily basis reflective of the contact they have with the participant, family and other services and supports they engage with.

**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.*