

**Job Title:** Service Coordinator - HUB

**Service Area:** Mental Health and Addictions

**Reports to:** Team Leader HUB/FACTT

**Job Code:** 30008027

**Union:** MAHCP

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*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 provincial standardization for FACTT and ACT teams in Manitoba.
- the development of the eligibility criteria and referral pathways to and from the services, identify 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 HUB/FACT, the Service Coordinator – HUB is responsible for providing reviews, screening and assessments of all referrals to the FACTT and ACT teams determining which team the individual will be directed to for ongoing services.

In collaboration with the HUB Psychologist; the Service Coordinator - HUB will provide clinical expertise and leadership specific to assessment of criteria, functional, adaptive and behaviors of concern of the individual. They will provide expertise in the area of clinical practice, consultation, supervision, inter-professional collaboration, education, training and program planning.

**Experience:**

- Minimum of four years of relevant experience working with adults in clinical practice in a community mental health setting. Additional clinical experience working with specialized populations, including adolescents/young adults or seniors, is of benefit.
- Experience in consultative or supervisory role.
- Demonstrated skill and experience working with inter-disciplinary staff and promoting collaborative inter-professional practice.
- Comprehensive knowledge, training and experience in advanced level clinical practice in both assessment and intervention, with a behavioral focus.
- Experience in the assessment and treatment of complex mental illnesses and related behavioral presentations.
- Further experience working with individuals with intellectual disabilities and/or developmental disorders is an asset.

**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.

**SPECIAL TRAINING:**

- Aboriginal Cultural Awareness Workshop.
- Thorough understanding of recovery principles, recovery-oriented practice and a comprehensive understanding of the environments, conditions and practices that support the recovery of individuals and families.
- Extensive knowledge of key intervention models including but not limited to: Behavior Modification, Behavioral Intervention and Management, Recovery model, Psychiatric/Psychosocial Rehabilitation, Strength Based Perspective, Crisis Response, Case Management, Motivational Interviewing, and Trauma Informed Practice.
- Proficiency in observing and assessing behaviors and developing customized behavioral intervention plans.
- Additional training and experience in Applied Behavior Analysis (ABA) and/or Board Certification through The Behavior Analyst Certification Board (BACB) is an asset.
- Training in Non-violent Crisis Intervention, Prevention and Management of Aggressive Behavior, and Applied Suicide Intervention Skills Training (ASIST).

**Qualifications and Skills:**

- 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.
- Comprehensive knowledge and understanding of Flexible ACT, 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.
- Superior organizational and time management skills in managing and prioritizing urgent requests for consultation and support over less urgent or time sensitive requests.
- Ability to work with minimal supervision and function well within the context of a team.
- Comprehensive knowledge and understanding of co-occurring mental health and substance use disorders.
- Ability to positively engage others and inspire a broad range of partners and stakeholders to facilitate collaborative intervention and practice.
- Understands the impact of stigma and discrimination pertaining to mental health and mental illness.
- Ability to examine and evaluate current research and literature and apply continued learning to daily work.
- Proficient use of web-based and personal-computer based software including Microsoft Word, Excel and PowerPoint.

**Required Licenses, Registrations, Designations:**

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

**Physical Demands and Working Conditions:**

Not applicable

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**Major Responsibilities:**

**Supervision:**

- Respond to arising needs of participants
- Support FACT – ACT staff in their tasks as appropriate
- Will facilitate clinical experiences for students and supervise them during the clinical experience.

**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

- Physical health
- Housing
- Behavior of concerns

**Consultation:**

- Develops innovative approaches for complex practice issues
- Provides direct consultation to staff, team leader and manager related to specific case management situations
- Plans with staff to identify priorities and outcomes for clinical interventions
- Advocates for and assists in developing and establishing resources to meet individual needs when gaps exist in the services system, using their understanding of the service system to involve the appropriate persons to problem solve
- Acts as a consultant, expert, coach to improve delivery of recovery-oriented, person-centered care including the inclusion of family members and supporters
- Customizes learning opportunities and engages in a variety of practice change activities including, observation, provision of feedback, role playing, coaching and demonstrating
- Participates in clinical support activities including quality assurance and improvement, standards development and risk management
- Participates in the leading of the development, implementation, evaluation and monitoring of clinical practice and operational guidelines
- Demonstrates clinical competency in a variety of clinical and behavioral interventions

**Documentation:**

- Document assessments and consultation reports in the individual's medical record Convergence
- 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
- 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
- Ability to maintain accurate documentation and complete comprehensive written reports based on best practice and legal and jurisdictional requirements

**Planning:**

Participates in:

- Daily staff clinical/organizational meetings
- Recovery planning meetings
- Team culture meetings
- Program administration meetings
- Educational meetings
- Case conference meetings
- Participates in strategic and evidence informed program planning
- Together with stakeholders, including persons with lived experience and family, assists in the selection and monitoring of indicators of performance and determines methods for monitoring
- Develops mechanisms for ongoing monitoring and evaluation of implementation strategies/initiatives

- Develops effective systems for communicating results of monitoring and evaluation including contributing to and preparing reports
- Participates in the evaluation of program practice

**Development:**

- Provides direct clinical 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 teams and individuals with activities of daily living
- Assists in determining if an individual should be involved with the Flexible ACT or ACT team

**Coordination:**

- Assuming primary responsibility for developing, writing, implementing, evaluating, and revising overall recovery goals and behavior plans
- Educating and supporting program participants' families, and advocating for their rights and preferences
- Consulting with community agencies and families to maintain coordination in the treatment, rehabilitation and support process.

**Clinical:**

- Provides direct clinical services assessments
- Continuously evaluates the status of individuals within the program and do appropriate planning and coordination of treatment activities to ensure response to changing needs
- Develops and maintain relationships with other community agencies and hospitals
- Provides clinical leadership and consultation to the HUB - Flexible ACT – ACT
- Applies clinical expertise and knowledge to the delivery of interventions in partnership with staff
- Participates in clinical support activities including quality assurance and improvement, standards development and risk management
- Ensures all practice is consistent with relevant legislation, professional standards and policies
- Provides leadership in developing collaborative partnerships amongst clinical service providers
- Experience and ability in developing and maintaining excellent working relationships with a broad range of individuals and organizations, including the provision of teaching and mentoring direct clinical service providers and leaders
- Promotes and inspires a recovery approach amongst service providers across the healthcare system in both community and acute care settings
- Demonstrated ability to problem solve in urgent/complex situations and provide the most appropriate response in a timely manner, while ensuring the safety of individuals and others involved

**Education, Teaching and Learning**

- Provides leadership in the area of clinical practice, including participation in the design, implementation and evaluation of staff learning needs assessment and educational strategies and activities

- Collaborates with other members of the mental health system in the building of a continuous learning environment and the coordination of staff training/development and practice enhancement.
- Facilitates, coordinates, and or participates in the development and presentation of educational programs and conferences
- Engages in the dissemination of current information and theories necessary for the advancement of clinical practice
- Provides clinical teachings and field instruction to students including participating on master practicum or thesis committees as required

**Research**

- Promotes a culture of clinical practice inquiry
- Critically reviews current literature and research articles, communicates and applies clinically significant findings
- Contributes, as required, to program initiated or supported research activities

**PROGRAM DEVELOPMENT AND PRACTICE STANDARDS**

- Strives to improve service provision
- Ensures interventions are based on best practice guidelines
- Ensures that recovery orientated practice principles are applies to all levels of service provision

*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.*