



POSITION DESCRIPTION

POSITION TITLE: REGIONAL DIRECTOR MENTAL HEALTH, CRISIS & ADDICTIONS SERVICES

DEPARTMENT: COMMUNITY SERVICES & ALLIED HEALTH PORTFOLIO

CLASSIFICATION: REGIONAL DIRECTOR

UNION: NON UNION

STD GRP. #

REPORTING RELATIONSHIPS

POSITION REPORTS TO: VICE PRESIDENT COMMUNITY SERVICES & CHIEF ALLIED HEALTH OFFICER

POSITIONS SUPERVISED: CLINICAL TEAM MANAGERS MENTAL HEALTH SERVICES, MENTAL HEALTH CLINICAL SPECIALIST; MENTAL HEALTH PLANNING CLERK

POSITION SUMMARY

The Regional Director of Mental Health, Crisis & Addictions Services is responsible for the development, implementation and evaluation of all mental health and addictions services for the region. This includes responsibility to provide leadership and guidance to designated mental health facilities such as the Crisis Stabilization Unit. The Director is responsible for ensuring the establishment of program standards and monitoring of same, development of program based policy and guidelines, long range planning, program development and coordination of services. The Director is responsible for the development and management of strong relationships with community partners and for ensuring the voice of individuals with lived experience and their natural supports are included in program policy and planning development. They are responsible for the provision of appropriate psychiatry and other professional consultative services as needed for safe client care. The Director is responsible for ensuring the integration of mental health, crisis and addictions services within other clinical program areas.

This position will fulfill its duties and responsibilities in a manner consistent with and supports the Interlake-Eastern Regional Health Authority's mission, vision and values and shall represent the IERHA in all professional activities, communications and relationships with all levels of the organization, governments, unions, regional stakeholders, and the public and as such, is held to the highest standards of ethical conduct and professionalism.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Leadership

- Carries out professional activities in a self-directed, responsible manner which reflects legal, ethical and practice standards.
- Acts as a resource and role model for staff and other leaders within the organization.
- Facilitates opportunities for the development of leaders or potential leaders within the program.
- Maintains contact with counterparts in other RHAs and professional associations to keep abreast of practice issues and changes in health care delivery systems.
- Facilitates an environment which fosters change and innovation that is in keeping with the organization's mission, purpose and objectives.
- Implements change through effective delegation and participatory management.
- Actively utilizes key and current resources such as LEAN principles and initiatives.
- Provides visible and pro-active leadership by seeking out new options and approaches to problems.
- Coaches, mentors and facilitates performance.

Service Delivery

- In conjunction with program leadership and Quality and Patient Safety teams, investigates consumer concerns/complaints and follow up of same.
- Ensures all programs and services provide culturally and gender safe care; ensures program staff have appropriate training to provide same.
- Ensures the quality of client services is consistent with the vision, mission, values and strategic plans of the region; helps interpret organizational goals and objectives throughout the organization.
- Supports a culture of learning, innovation and responsiveness to clients and family needs.
- Collaborates with program medical staff and VP Medical for consistent medical care and leadership to meet client needs. Manages operational scheduling and planning of medical staff resources to ensure the most effective and efficient use.
- Ensures appropriate compliance and systems for confidentiality regarding clinical records which are consistent with legislative, professional and organizational policies.
- Manages the region's Public Trustee data base and ensures all clients in this sector receive safe and appropriate services.
- Promotes effective communication to clients and other agencies and the general public about programs and services offered in the mental health and addictions sectors.
- Represents the program on RHA and provincial committees and working groups as approved by the VP Community Services & CAHO.
- Maintains a regional after hours on-call staff support system for mental health services.

Human/Resource Allocation

- Models and facilitates effective group dynamics, collaborates in resolving any dynamic issues within the health care team.

- Assesses and plans for future needs in relation to staff, capital, specialized and operational budget needs, renovations, supplies and equipment.
- Establishes/monitors the approved capital, specialize and operating budgets and mitigates variances quickly and appropriately. Responsible for achieving fiscal targets and for establishing process to monitor performance regarding same.
- Collaborates with the program's leadership team and human resources to ensure effective systems for the recruitment and retention of staff.
- Has the authority to hire, manage performance, discipline and recommend dismissal and suspension of employees within program area's responsibility.
- Develops training/education plans to address deficiencies, disciplinary and developmental issues as appropriate.
- Supports an environment that fosters teamwork and positive employee relations by adhering to fair and equitable labor relations policies and practices.

Quality Improvement & Professional Standards

- Participates in Accreditation Canada processes as required, ensuring that accreditation standards are met or exceeded.
- Articulates the philosophy of quality improvement, consistent with the organization's values.
- Develops programmatic action plans which integrate and support the region's overall strategic plan and board goals.
- Monitors and analyzes quality improvement data and assists program leaders in identifying solutions for areas of potential risk or improvements for areas of weakness.
- Reviews pertinent occurrences and critical incidents and ensures appropriate and timely follow up.
- Facilitates policy and procedure review and development.
- Sets appropriate programmatic targets/benchmarks/indicators; monitors progress and takes corrective action as needed to ensure performance.

Advancement of Knowledge

- Maintains current knowledge of trends and issues within the health care field and management domain and recommends changes in policies and procedures, equipment and programs or services based upon this knowledge.
- Ensures educational opportunities are provided within the available resources to program staff.
- Supports research which has the potential to enhance client care and outcomes by:
 - Encouraging use of research
 - Promoting an inquiring approach
 - Identifying potential research areas

Other

- Performs other duties as assigned.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate degree in Nursing/Psychiatric Nursing from a recognized post-secondary educational institution; Baccalaureate degree in other recognized health related disciplines may be considered.
- Additional education/preparation in leadership or management development.
- Eligible for licensure by the college or association that accredits their professional designation and a member in good standing.

REQUIRED KNOWLEDGE:

- Demonstrated knowledge of the Manitoba Health Care system including broad understanding of the issues in rural health service delivery.
- Knowledge of relevant legislation and regulations and demonstrated experience in applying same.

EXPERIENCE REQUIRED:

- Minimum of 5 years' experience in a health care setting with preference in mental health or addictions services.
- Minimum of 5 years' experience in health care leadership/management.
- Experience in health care related strategic planning, fiscal management, human resource management, client service delivery and models of care, proposal writing, policy development, contract processes and quality improvement.
- Demonstrated exemplary leadership skills and a management style that promotes a respectful and inclusive workplace.

SKILLS/COMPETENCIES:

- Self-directed and creative with experience in developing programs and facilitating change.
 - Ability to foster and promote positive working relationships.
 - Cultural competency.
 - Ability to promote dignity and respect and maintain privacy and confidentiality.
 - Ability to appropriately manage multiple tasks, competing priorities and pressures within a dynamic environment.
 - Ability to consider the continuum of health services in decision-making/planning.
 - Demonstrated ability to adapt, promote flexibility and manage and facilitate change.
 - Must be competent with Windows based programs; experience in EMR an asset.
 - Demonstrated record of commitment to ongoing professional development and life-long learning.
 - Valid Manitoba drivers license.
 - Mental and physical ability to meet the demands of the job.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
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Created: _____
Date

Revised: _____
September 2019
Date

Approved by: _____
Regional Manager/ Supervisor
Date

Approved by: _____
Vice President/ CEO
Date

Reviewed by:

Vice President, Human Resources

Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.