



POSITION DESCRIPTION

POSITION TITLE:	ACCESS COORDINATOR - COMMUNITY HOUSING
DEPARTMENT:	HEALTH SERVICES - HOME CARE, SENIORS & ALLIED HEALTH
CLASSIFICATION:	HOME CARE CASE COORDINATOR
UNION:	MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	MANAGER, HOME CARE SENIORS SUPPORTS
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Community Housing Access Coordinator [CHAC] holds primary responsibility for coordinating the assessment and placement of clients within Supportive Housing and transitional housing environments. As a key champion of the community placement process, the CHAC works with clients, families and members of the care team, to understand care needs and explore available options with a ‘home is best’ philosophical approach. The CHAC is responsible for coordinating and completing supportive and transitional housing assessments, applications, coordinating referrals to the appropriate facilities and services for clients primarily in acute care, and maintaining/prioritizing the waitlist of persons eligible for Supportive Housing placement and other alternate care environments such as transitional housing. The CHAC will partner with Home Care Case Coordinators in facilitating the placement of community urgent clients. The CHAC will also be responsible for the panel process approving applicants for placement from acute care, community and First Nations Communities.

The position of CHAC functions in a manner consistent with, and support the mission, vision and values of the Interlake - Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

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

Assessment:

- Conducts assessment of clients and participates in hospital to determine the clients' eligibility for supportive and transitional housing placement to ensure that clients receive the most appropriate services, based on client need and preferences.
- Conducts a comprehensive assessment of the client and the supportive and transitional housing panel applications for all in hospital applicants.
- Collaborates with clients, families and professional care team to determine the clients' eligibility for placement.
- Examines care needs from a philosophical basis that 'home is best' and ensures that assessments fully examine the feasibility of returning the client home.
- Conducts an assessment regarding fundamental needs for supportive housing, such as financial qualifications and support resources to promote optimal functioning in community environments.
- Establishes effective linkages to resources, agencies, and service providers to maximize functioning and improvement/maintenance of quality of life.
- Supports client self-reliance and autonomy and advocates, as appropriate, on behalf of the client to obtain required services.

Panel:

In conjunction with the Manager, Home Care Seniors Supports holds the duties of panel designate which includes:

- Responsibility for reviewing applications to determine eligibility for supportive and transition housing environments.
- Discusses the applications with hospital and community health personnel and clients/families to ensure all options have been explored to maintain the individual in the community for as long as possible.
- Provides information to applicants and their families regarding the assessment placement process.
- Reviews information with clients, families and care providers to facilitate the selection of an appropriate supportive and transition housing environment/location.
- Ensures that clients are placed on the appropriate waiting list in an equitable manner.
- Maintains accurate, current files on clients and reports any changes in the clients' status that may affect placement to the appropriate stakeholder.
- Assists community co-workers to manage community clients at risk in the safest most appropriate manner.
- Completes or recommends referrals/follow-up.

Placement:

- Collaborates with individuals and teams to coordinate and facilitate the admission and discharge into an appropriate care environment (supportive or transitional housing).
- Collaborates with the Administrative Assistant – Home Care to maintain the waiting list and coordinates the referrals of applications to the appropriate care environment.
- Provides consultation and information in relation to the placement process, the selection criteria specific to each supportive and transitional housing as well as the client's status on the wait list.

- Assists acute care partners in determining appropriate supportive housing/transitional housing environment choices based on applicant's care ie. Smoking, Chronic Care Indicators, etc.
- Negotiates changes in placement with the client and family resulting from changes in the clients' status.
- Liaises with Home Care Case Coordinator in completion and approval of all community urgent panel applications for supportive and transitional housing applications including review and panel approval of application as panel designate.
- Collaborates with Manager Home Care Seniors Supports regarding all applicants requiring supportive housing/ transitional housing placement.
- Works with housing programs in other RHA's to facilitate movement of IERHA clients.

Communication/Collaboration:

Facilitates transparent and proactive communications including:

- Partnering with Regional Manager Patient Access and Transition to communicate status updates on clients being paneled, moved, etc.
- Responsibility for application management.
- Documenting as appropriate in the Electronic Home Care Record, regarding community urgent clients.
- Collaborates with Acute and LTC services to ensure cross program input and communication on patient/client disposition planning.
- Ensures timely attention to assessment and intake for community housing options as related to patient flow in the continuum of health and social services.

Information Management:

- Participates along with the Administrative Assistant - Home Care in the management of a waiting list database.
- Collaborates with the Administrative Assistant – Home Care to maintain and monitor the database with respect to items such as client demographic data, clinical data, facility choices, position on the waitlist, and location of the client.

Quality Improvement/Patient Safety:

- Provides leadership in promoting client/family and customer satisfaction.
- Establishes effective communication mechanisms with clients, families, services providers, and portfolio sponsors and partners.
- Adherence to a client-focused approach using the ethics framework to guide decision-making.
- Practices in a manner that facilitates patient safety and minimizes risks.
- Responds to inquiries in an appropriate and timely manner.
- Collaborates with co-workers, peers and colleagues and works as a member of the team.
- Participates in the evaluation of the IERHA panel process with respect to processes for assessment, determining eligibility for placement.
- Participates in identifying, developing and implementing quality improvement initiatives based on evaluation outcomes.

Education and Research:

- Participates in and promotes education opportunities and research projects.
- Participate in in-services to gain knowledge in relation to clinical issues and professional development.
- Conducts in-service education sessions for co-workers, clients and families as required.
- Facilitates clinical experiences for students.
- Utilizes research findings.
- Participates in research projects.

Leadership:

Promotes excellence in the provision of quality services.

- Participates in the planning, development and implementation of policies and procedures for the IERHA panel process as directed by the Manager Home Care Seniors Supports.
- Assists in the identification of emerging trends and issues, and recommends appropriate action.
- Participates in working groups and committees as directed by the Manager Home Care Seniors Supports.
- Demonstrates effective leadership in promoting a client-focused philosophy, quality and safe care provision.

Other:

- Provides vacation relief coverage for co-workers as appropriate.
- Provides assistance to co-workers as directed by the Manager, Home Care Seniors Supports.
- Demonstrates a commitment to self-development.
- Evaluates own performance on an ongoing basis.
- Maintains confidentiality of all client-related matters.
- Performs other duties and services as requested from time to time.
- 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:**

- Bachelor of Social Work Degree from an accredited University
- Current registration or eligibility for registration with the Manitoba College of Social Workers
- Suitable combinations of education and experience may be considered

REQUIRED KNOWLEDGE:

- Excellent knowledge of pertinent community resources, supports, and services
- Familiarity with evidence-based practice and continuous quality improvement environments
- Knowledge of and understanding of cultural and spiritual sensitivity

EXPERIENCE REQUIRED:

- Four (4) years experience in community care or long term care and knowledge with respect to the variety of services available
- Experience in case management, assessment and conflict management required
- Experience with providing information and/referrals to health, financial, social services and community programs and service providers an asset
- Ability to provide standard Social Work services including assessments and consultation, case management, crisis intervention and discharge planning and referral

SKILLS/COMPETENCIES:

- Excellent communication and interpersonal skills
 - Strong commitment to client/ family satisfaction
 - Effective mediation skills
 - Knowledge and skill related to assessment and client/ family case management
 - Demonstrated organizational skills and capacity to prioritize effectively
 - Innovative, highly motivated and an energetic team player
 - Demonstrated critical thinking capacity
 - Ability to negotiate with clients, families and other stakeholders to facilitate efficient placement in the most appropriate environment
 - A demonstrated ability to work independently and collaboratively within a team environment
 - Demonstrated ability to work in a fast-paced environment with multiple demand.
 - Intermediate computer skills; experience working within the Electronic Home Care Record preferred
 - Strong ability to analyze data to inform decision-making and future initiatives.
 - Valid Manitoba Class 5 drivers license and access to vehicle.
 - Available to work evenings and/ or weekends as required.
 - 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 the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- 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

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: June 2022
Date

Revised: September 2022
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Regional Lead/ CEO Date

Reviewed by: _____
Regional Lead, 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.