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## POSITION DESCRIPTION

**POSITION TITLE:** CLINICAL TEAM MANAGER – MENTAL HEALTH

**DEPARTMENT:** MENTAL HEALTH

**CLASSIFICATION:**

**UNION:** NON UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL DIRECTOR, MENTAL HEALTH & CRISIS SERVICES

**POSITIONS SUPERVISED:** MENTAL HEALTH STAFF – COMMUNITY MENTAL HEALTH & CRISIS SERVICES

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## POSITION SUMMARY

The Clinical Team Manager – Mental Health functions in a leadership and resource role to coordinate and enhance all components of the regional community mental health program. With direction from the Regional Director Mental Health & Crisis Services, the Clinical Team Manager - Mental Health provides leadership in development, implementation and evaluation of the regional community mental health program. This is accomplished through standards of care, policies and procedures. The role includes responsibility for fulfillment of the relevant mission statements and philosophies for service, and effective consistent communication with representatives of the array of agencies in the mental health care delivery system. The position of Clinical Team Manager – Mental Health functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

Provides leadership and support to the program in the following areas of responsibility:

## 1. Program Management

### A. Leadership/Service Delivery

- Ensures that the quality of client care management is consistent with the mission and strategic plan of the region;
- Provides ongoing leadership to an interdisciplinary mental health care & crisis services team(s);
- In collaboration with the Regional Director Mental Health & Crisis Services, establishes, monitors and evaluates annual objectives/ action plans for the programs(s), consistent with the region's mission and strategic plan and participates in the development of the annual action plan;
- Participates in regular consultation with the Regional Director Mental Health & Crisis Services regarding budgets, operational issues and for maintenance of good communication and effective working relationships;
- Collaborates with other discipline/ agencies to meet the established standards of care, clinical practice guidelines, service, education and research;
- Reports significant information related to client care to the Regional Director Mental Health & Crisis Services in a timely manner;
- Evaluates on an on-going basis client care and indicator reporting;
- Participates in program planning which is based on client satisfaction, recovery philosophy, research based evidence and cost effective client care.
- Ensures the proper utilization of the facility/ program resources and recommends to the Regional Director Mental Health & Crisis Services changes relating to those resources;
- Maintains ongoing communication with the multidisciplinary team in a planned and timely manner using various technology (Telehealth; teleconference, webinars) and in person meetings
- Ensure client care activities based on client needs and available resources
- Ensures accurate and timely documentation; monitors and evaluates regularly
- Maintains awareness of safety, security and emergency policies and procedures and ensures staff education and adherence to same;
- In conjunction with the staff, as appropriate, investigates client and natural support complaints/concerns and is responsible for timely follow up; Ensures the Regional Director Mental Health & Crisis Services is made aware of all client & natural support concerns in a timely manner
- Ensures all program and services provide culturally appropriate care and staff are educated for sensitive culture awareness.

### B. Human Resources

- Assess and identify skill levels and knowledge requirements for staff;
- Hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate following a standard process
- Determines initial salary placement and/ or academic allowances consistent with Collective Agreements and regional policy;

- Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of care possible with;
- Manages human resources and applies regional policies and Collective Agreements;
- Provides leadership to create an environment conducive to effective working relationships;
- Establishes standards for employee performance, and monitors performance, including conducting performance reviews as per regional standards
- Identifies staff potential and promotes their development through education and opportunity;
- In conjunction with the Regional Director Mental Health & Crisis Services and Human Resources will evaluate and discuss the retention or dismissal of casual and probationary employees; will identify status for rehire as per regional standards
- Develops training/ education plans to address deficiencies, disciplinary and developmental issues, as appropriate;
- Under the direction of the Regional Director Mental Health & Crisis Services and Human Resources, identifies and implements the necessary remedial measures to correct performance or disciplinary problems and is responsible for applying discipline including suspension and/or dismissal;
- In conjunction with the Regional Director Mental Health & Crisis Services will receive and deal with grievances at the complaint stage and step one of the grievance procedure, and thereafter in collaboration with human resource management staff;
- Participates in the collective bargaining process; ensure to be informed and have a good understanding of the collective bargaining process and application of same
- Coaches, mentors and facilitates performance of personnel in the program(s);
- Schedules staff consistent with operational needs and contractual requirements;
- Has authority to approve and schedule vacations, authorize overtime, etc.;
- Responsible for attendance management according to established practice.

#### C. Fiscal Management

- In collaboration with the Regional Director Mental Health & Crisis Services, allocates human and financial resources to meet the needs of the program(s);
- In collaboration with the Regional Director Mental Health & Crisis Services prepares annual program capital and operating budgets, prepares annual specialized equipment requests and new initiatives;
- Approves expenditures for the program(s);
- Monitors the budget on a regular basis and takes corrective action as necessary;

- In collaboration with the Regional Director Mental Health & Crisis Services, identifies areas of unnecessary expenditure and implements methods to reduce and/ or reallocate same;
- Reviews monthly financial reports, investigates discrepancies and takes corrective action as necessary and prepares monthly variance analysis and forwards to Regional Director Mental Health & Crisis Services;
- Maintains a fiscally responsible environment; ensures operational costs such as travel; meal allowance; meetings; supplies are monitored and approved in a manner that minimizes costs as much as possible.
- Responsible to maintain day to day records as necessary for staff scheduling and payroll programs;
- Maintains accurate workload measurement data.

#### D. Policy Development and Professional Standards

- Participates in the development and revision of regional and program policies and procedures;
- Implements policy directives and establishes and evaluates feedback mechanisms;
- Ensures understanding/education and adherence to all regional and program policies and procedures;

#### E. Program Planning

- Participates in the development of plans for new programs and revision of existing programs in collaboration with the Regional Director Mental Health & Crisis Services;
- In collaboration with the Regional Director Mental Health & Crisis Services assists with facilitating and identifying activities related to education, teaching, client care and research;
- Participates in the development of the annual program action plan; ensuring resources are used in the most efficient manner possible
- Based on current and retrospective data forecasts future activities and human resource requirements and formulates plans to meet the future needs.

#### F. Quality Management

- In collaboration with the team develops, organizes, implements and evaluates a continuous improvement/ risk management/ utilization review program, including: the establishment of objectives and criteria for the program, participation in the process review, development of procedures, documenting activities indicating corrective actions taken, ensuring participation of all staff, with the goal to improve productivity and outcome measurement.
- Takes a lead role in the discussion and analysis of program specific indicators at both a program and regional level.

G. Equipment/ Supplies/ Space Management

- Ensures that there is sufficient safe equipment for the program(s) and makes recommendations for purchasing new and/ or replacement equipment;
- Orders equipment and supplies within allocated resources;
- Participates and promotes staff involvement in the planning of renovations;
- Prepares Requisition for Supplies and Request for Fixed Asset Proposals;
- Ensures appropriate security and use of supplies.

2. Education and Research

A. In-service

- Serves as a resource to staff and other health care professionals in collaboration with the Staff Development Coordinator/Staff Educators

B. Education

- Collaborates with Staff Development Coordinator to identify, plan and facilitate implementation and evaluate orientation and staff development programs;
- In collaboration with the Regional Director Mental Health & Crisis Services, participates in promoting the goals/ objectives of educational programs established by the region.

C. Professional Development

- Maintains and updates professional skills, certification, management skills and knowledge based through continuing education programs, literature reviews, publications and presentations;
- Maintains knowledge of new developments in program areas through journal reviews, interest groups, lectures, and committee work.

3. Other:

A. Environmental Management

- Ensures that all staff comply with the policies and procedures regarding waste handling, and equipment disposal.

B. Committee Participation

- Represents the program(s) on specific committees, Task Forces and/or Working Groups as assigned by the Regional Director Mental Health & Crisis Services;
- Encourages staff to participate on various committees as requested;
- Chairs and participates on appropriate committees as requested;
- Conducts regular staff meetings using various technology (Telehealth; teleconference, webinars) and in person meetings

C. Communications

- Communicates with program staff, both individually and as a group to promote efficient functioning and high morale;

- Close interaction and communication with the Regional Director Mental Health & Crisis Services in apprising him/ her of any problems, situations and or differences;
- Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning;
- Communicates with outside agencies to ensure continuity of services.
- 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.

#### **OTHER**

- Performs other duties as assigned.

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#### **QUALIFICATIONS**

##### **EDUCATION/CERTIFICATION:**

- Post-secondary degree/ diploma in health/ social services. ex. B. Sc. M.H, B. Sc. P.N, B.S.W, R.P.N., R.N, with an equivalent combination of knowledge and experience.
- Current, active registration with the applicable licensing body and a member in good standing.
- Advanced education preparation in health care management and relevant experience
- Current certificate in Basic CPR and ASIST certification.

##### **REQUIRED KNOWLEDGE:**

- Knowledge and experience developing and monitoring policy and procedures;
- Demonstrated ability to analyze complex situations and environments and produce innovative solutions;

##### **EXPERIENCE REQUIRED:**

- Minimum five (5) years mental health experience required; with two (2) years clinical supervision/ leadership experience required, preferably in a unionized environment
- Experience assigning staff work assignments required.
- Experience in employee and labour relations;

##### **SKILLS/COMPETENCIES:**

- Demonstrated effective leadership and managerial ability;
- Demonstrated effective communication abilities, both written and oral;
- Good physical and mental health to meet the demands of the position;
- Self-motivation.
- Ability to foster and maintain positive working relationships;
- 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.
  - Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
  - 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:	November 2015	
	_____	
	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 job 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.*