



POSITION DESCRIPTION

Position Title:	Health and Social Service Coordinator
Department:	Mental Health & Addictions
Classification:	Mental Health Outreach Coordinator
Union:	MGEU Professional Technical
Approved by:	Regional Lead – Community & Continuing Care
Date approved:	November 26, 2024

REPORTING RELATIONSHIPS

Position reports to: Manager, Health Services – Mental Health & Addictions (Mobile Withdrawal Management Services)

Positions supervised: Community Mental Health Workers, Health and Social Service Workers, Peer Support Worker, Indigenous Cultural Support Workers & Community Health Nurse

POSITION PURPOSE

The Mobile Withdrawal Management Service (MWMS) is a program offered in Southern Health-Santé Sud (SHSS) where the team will provide medically supported, non-residential withdrawal services and stabilization supports to clients. The program is for individuals 16 years and older for a period of 30 days.

The Health and Social Service Coordinator works within the guidance of the Management Team as a lead clinician. This role includes the responsibility of supporting client care and services in accordance with Southern Health-Santé Suds' mental health & addictions program goals and service delivery models. Responsibilities include applying advanced clinical judgement, evidenced based practices, continuous quality improvement while enhancing client access and navigation to services, monitoring program indicators, client flow and desired outcomes. The incumbent assists all staff to respond effectively to clients and families, within a recovery oriented-care approach, achieve continuous growth, engage in critical thinking, and provides support to staff and the program including program development, intake coordination, staff scheduling and orientation, meeting planning and liaising with external agencies. The Health and Social Service Coordinator supports program change

initiatives, standardized, innovative and safe practices for both clients and staff, and identifies learning and practice development needs for staff in maintaining clinical competencies.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Support client wellness and recovery within a collaborative team approach.
- Adheres to all Southern Health-Santé Sud and mental health and addiction program policies, procedures and guidelines and ensures that program goals and standards of care are met.
- Assesses client's physical and psychological status during intoxication, withdrawal and stabilization.
- Perform client admission and discharge and participates and performs program intake and the program intake review process.
- Monitor and document changes in client status and report changes to designated nursing staff as required.
- Interview clients and identify needs, assists clients to determine appropriate services, facilitates referrals and linkages to identified supports, community resources and participates in case planning with client and team.
- Liaise with community resources and service organizations including providing public education and training.
- Participates in enhanced communication with staff to ensure appropriate comprehensive prioritization of service delivery and informs the Manager if any issues or concerns arise.
- Develops training materials and orientation for new staff as well as assisting in the development of resource materials.
- Ability to work collaboratively with others within established partnerships and client support systems.
- Assists the Manager with program development, staff interviewing, scheduling, and vacancy management.
- Provides input to assist in the employee performance review process and personal professional development program, as required.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.

- Performs other duties as assigned.

Responsibilities and accountabilities are assigned in broad organizational objectives. The position is subject to review of general effectiveness and attainment of objectives through performance measurements.

PERFORMANCE MEASUREMENTS

1. Successful completion of probation.
2. Biannual performance conversation.
3. Works within established guidelines and competencies as evidenced by reviews and audits.
4. Performance is measured against ability to carry out requirements of this position description.
5. Adheres to Professional Standards of Practice and Code of Ethics.
6. Practice is congruent with Southern Health-Santé Sud core values, strategic plan, policies, and procedures

QUALIFICATIONS

Education/Certification:

- Graduate of an accredited post-secondary education in a health-related social sciences program (e.g. BSW, BScMH, BScPN, BN, RPN, MOT).
- Other relevant educational qualifications and experience may be considered.
- Core Addiction Practices certificate and/or Health Management certificate with experience in substance use is considered an asset.
- Maintains an active license and registration to practice in good standing with the appropriate college, and professional association meeting provincial legislation. Full professional registration with an approved regulatory body without any restrictions to service provisions and able to support the entire age spectrum serviced by the regional program.
- Certification in Applied Suicide Intervention Skills Training (ASIST) or prepared to acquire.

Knowledge required:

- Knowledge of the bio-psychosocial and spiritual model of care and best practices for co-occurring disorder including stages of change, harm reduction approaches, motivational interviewing and hope-inducing strategies.
- Advanced knowledge of human development theory and mental health concerns typically identified for various populations across the age spectrum including signs and symptoms of mental illness.
- Knowledge of recovery principles in the treatment of substance use disorders.
- Knowledge and understanding of co-occurring mental health and substance use disorders.
- Knowledge of commonly prescribed psychotropic medications for mental disorders across the age spectrum.
- Knowledge of mental health self-help and client and family engagement in mental health treatment.

- Knowledge of the complexities of clinical work and various client populations, as well as the issues faced by caregivers and other service systems.
- Knowledge of relevant legislation and standards in Manitoba i.e. Personal Health Information Act, Mental Health Act and others as specified by Southern Health-Santé Sud and program area.
- Proficiency with MS Office suite of programs and other technological applications (i.e. telehealth, and virtual platforms).

Experience required:

- Minimum of two (2) years' experience working in substance use and mental health which may include working with clients with complex needs, substance use/dependence and complex behaviours.
- Thorough understanding of issues related to addictions.
- Team leadership experience and the ability to create a space where all opinions are valued and people are free to share.
- Other suitable combinations of education and experience may be considered.

Skills/Competencies/Conditions of employment:

- Demonstrated experience in leadership, program coordination and supervisory skills.
- Demonstrated ability to problem solve in complex situations and effectively manage rapidly changing situations with strong decision-making abilities.
- Demonstrated written and oral communication skills.
- Demonstrated ability to work with clients and their families, with serious and persistent substance use, mental disorders or both.
- Demonstrated knowledge of community, mental health and substance use system resources to enable the transfer care of clients to alternate services as required based on a client's clinical needs.
- Demonstrated computer literacy in software programs.
- Demonstrated ability to prioritize in a changing environment.
- Demonstrated ability to work collaboratively within a multi-disciplinary team and across service sectors.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.

- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.

WORK CONDITIONS

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE

As per MGEU Professional Technical Collective Agreement.

Job 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.