



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Mental Health &amp; Addictions Service Planning &amp; Change Lead</b>
<b>Department:</b>	<b>Mental Health &amp; Addictions</b>
<b>Classification:</b>	<b>Management</b>
<b>Union:</b>	<b>Non-Union</b>
<b>Approved by:</b>	<b>Regional Lead – Community &amp; Continuing Care</b>
<b>Date approved:</b>	<b>November 21, 2024</b>

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### REPORTING RELATIONSHIPS

Position reports to: Director, Health Services – Mental Health & Addictions

Positions supervised: Partial oversight of Mental Health Outreach Coordinators

### POSITION PURPOSE

Mental Health & Addictions - Service Planning and Change Lead, in collaboration with the Director, Health Services – Mental Health & Addictions, is responsible to support strategic mental health and addictions system provincial alignment. Working in concert with the Leadership Team within the Service Delivery Organization (SDO) and with provincial clinical planning teams to lead and coordinate the implementation and monitoring of clinical and programmatic changes directed by the SDO and provincial clinical planning process in support of Manitoba's Clinical and Preventive Services Plan (CPSP) and guided by Manitoba's Quality and Learning Framework. The Service Planning and Change Lead identifies changes, improvement opportunities, and models of care to the Director – Mental Health & Addictions along with the appropriate provincial clinical teams.

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

The following responsibilities are carried out in collaboration with the Director – Mental Health & Addictions and in harmony with the overall direction of the Mental Health Leadership Team.

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

## **Health Services Improvement Project Management and Implementation**

- Lead, plan, and coordinate the analysis, design, development, implementation, monitoring, and evaluation of provincial mental health, substance use and addictions clinical standards, pathways, care delivery/services models, ICT projects, and provincial policies across the provincial health system with the support of designated specialty leads and assigned support resources.
- Advise the Director- Mental Health & Addictions and Senior Leadership (when applicable) on identified health services needs based on the clinical standards and models of care established by Shared Health and the Mental Health and Community Wellness Branch.
- Communicate approved plans, initiatives and service changes; including specific goals, activities and metrics to key stakeholders, and provide ongoing progress reporting.
- Support development of change initiatives such as for new or expanded services, or the decommissioning of outdated or ineffective services, ensuring alignment with strategic and operating plans, Shared Health Mental Health and Addictions, and, Manitoba's Clinical and Preventive Services Plan (CPSP).
- Implement approved SDO and provincial project plans; managing, coordinating and providing appropriate supports and information to interdisciplinary resources to ensure project delivery within the defined scope of the approved plan.
- Ensure standardization of implemented services and program improvements across the mental health and addictions program components and escalates issues to executive management as required.
- Collaborate with internal/external stakeholders to update and create comprehensive, evidence-based, provincial service delivery models of care that drive evidence-based best practices.
- Establish effective consultation within the organization and with stakeholders to inform effective health services improvements in collaboration with Shared Health and other SDOs.
- Contribute to reporting on operational performance using metrics aligned with established key performance indicators measuring the effectiveness of the service, and achievement.
- Performs other duties as assigned.

## **PERFORMANCE MEASUREMENTS**

### **1. Communication**

- Communicates, cooperates and consults appropriately with the Director-Mental Health & Addictions (Senior Leadership as required), SDO Leadership within Mental Health and Addictions, Provincial tables and committees.
- Communicates effectively with others both individually and as a group, verbally and in writing as appropriate to promote efficient functioning and a positive work environment.
- Facilitates effective and efficient multidisciplinary communication.

- Liaises with Leaders, committees, and stakeholders and develops and delivers presentations as required.
- Maintains and fosters confidentiality in all matters pertaining to the region.

## 2. **Leadership**

- Enthusiastically lead, coach and mentor staff (individuals and teams) to create and maintain focus on clinical and quality improvements as directed by (CPSP) and SDO leadership.
- Influences over health service providers to identify and implement effective care pathways in the assigned area(s) of health care within their SDO. Collaborate with assigned leaders to support a functional organization structure.
- Model compliance with all organizational policies, procedures, standards of practice and guidelines, and all external legislative, regulatory, accreditation and applicable professional requirements.
- Provide performance feedback to colleagues based on direct interaction and outcomes related to effective collaboration and service integration.
- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- Collaborates with all disciplines to facilitate an efficient, effective operation of the assigned areas.
- Maintains contact with counterparts in other health care programs/sites, partner agencies, programs and professional associations to keep abreast of practice issues and changes in the delivery of care.
- Facilitates an environment which fosters change that is in keeping with the Regional Board Ends/Core Values, philosophy and strategic plans.
- Facilitates a positive work environment through valuing and operationalizing an empowered model of professional practice.
- Acts as a resource to staff in clinical decision-making utilizing the decision-making process, professional conceptual frameworks and appropriate resources.
- Facilitates professional growth and ensures that educational opportunities are provided for the staff in collaboration with the Staff Development Program.
- Coaches, advises and supports staff in achievement of identified professional goals and objectives.
- Facilitates educational support and orientation of all area personnel and students from all disciplines as required.
- Collaborates with Staff Development program to ensure education of practice changes are incorporated throughout the mental health sites in the region.
- Demonstrates creativity, adaptability and critical thinking skills in order to influence and sustain change and a positive work environment.

### **3. Quality Improvement**

- Articulates and operationalizes the philosophy, concepts and processes of quality improvement consistent with that of the region.
- Identifies, in collaboration with others, the need for policies, procedures and guidelines within the Mental Health & Addictions Program.
- Creates and implements audits related to the areas of responsibility and shares results with program team, Directors and regional stakeholders.

### **4. Professional Responsibility and Accountability**

- Is responsible and accountable for professional practice and conduct.
- Maintains license / registration through the applicable College or Professional Association related to area of specialization.
- Participates in annual performance appraisal and personal development planning.

### **5. Indicators**

- Identifies and responds to professional practice issues that interfere with the ability to practice according to standards and code of ethics and which could have an injurious effect on the client or others.
- Takes personal responsibility for professional conduct and fitness to practice.
- Promotes a practice environment that supports professional responsibility, accountability, and development.
- 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.*

## **QUALIFICATIONS**

### **Education/Certification:**

- Undergraduate Degree in a Mental Health related discipline from an accredited university is required.
- Health Care Management and/or Health Care Leadership Certification are an asset.
- Masters level education is an asset.

- Current registration and in good standing with the relevant College and the scope of practice as defined by the Regulated Health Professions Act (RHPA).

Knowledge required:

- Knowledge of current Mental Health & Addictions program standards.
- Knowledge of the scope of practice of various disciplines in the Mental Health & Addictions program, consistent with the Regulated Health Professions Act as applicable.

Experience required:

- Minimum of five (5) years' leadership experience is required.
- Minimum of five (5) years' experience working within Mental Health & Addictions.
- Experience working in a team environment collaborating with diverse, large cross-functional and inter-disciplinary teams.
- Experience in formal leadership positions leading teams through complex organizational change.
- Experience applying formal tools and methodologies in organizational change management and project management.

Skills/Competencies/Conditions of employment:

- Demonstrated leadership competencies reflecting Southern Health-Santé Sud core values and the LEADS framework.
- Demonstrated ability to work collaboratively with others.
- Demonstrated critical thinking in complex situations and ability to manage effectively within rapidly changing situations.
- Demonstrated self-awareness and seeks out opportunities for personal growth.
- 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**

Confidential

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*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.*