



<b>POSITION: Manager, Community Mental Health Services</b>	<b>COMPETITION: 2021-059</b>
<b>STATUS: Full Time</b>	<b>DEPARTMENT: Mental Health Program</b>
<b>DATE POSTED: February 4, 2021</b>	<b>CLOSING DATE:</b>
<b>UNION ASSOCIATION: Non Union</b>	

**POSITION SUMMARY:**

This full-time position would be a great leadership opportunity for a self-directed, highly motivated and results-oriented clinical leader who is innovative and creative and is committed to a collaborative management style. In alignment with our Mission and Values, we are looking for a leader who excels in engaging people, promoting quality and safety, building successful teams, planning and decision-making. Reporting to the Director, Mental Health and Community Programs, you will be responsible for the operational management of the mental health crisis team, assertive community treatment team and outpatient services, with accountability for day-to-day operations, patient access and flow, people management, fiscal stewardship, risk management and safety, the provision of high-quality care and, ultimately, delivery of an exceptional patient experience.

**REQUIREMENTS:**

**EDUCATION AND QUALIFICATIONS:**

- Current certificate of registration in good standing as a regulated health professional in Ontario.
- Baccalaureate degree required, Master of Business Administration or Healthcare Administration preferred
- 3-5 years of progressive leadership experience within a comparable healthcare organization.
- Demonstrated track record in business and financial management, with the ability to improve effectiveness and efficiency through the management and utilization of human, financial, and physical resources.
- Demonstrated track record managing all aspects of human resource management and planning including recruitment, retention and safety and professional development strategies.
- Demonstrated skills and experience in strategic and operational planning, quality improvement, analysis and utilization of data to drive continuous quality improvement.
- Demonstrated success creating a quality and safety culture.
- Good understanding of change management; must be able to identify change needs and proactively act on those needs.
- Strong participatory leadership, team building, mentoring and coaching skills.
- Proven conflict management abilities and mediation skills.
- Ability to build effective working relationships within a dynamic, professional environment.
- Excellent written and verbal communication and presentation skills.
- Results-oriented and client-focused with a commitment to excellence
- Excellent project/time management, analytical/critical thinking and decision-making skills.
- Proficiency in the Microsoft Office suite of applications.
- Competent within the meaning of the Occupational Health & Safety Act.
- Bilingual (French/English) is an asset.
- Must be able to meet the physical demands of the position.
- Demonstrated ability to attend work on a regular basis.
- Submission of a clear Police Records/Vulnerable Sector Check (must be completed within last 6 months).

**SKILLS, KNOWLEDGE AND ABILITIES:**

- Participates in the development and implementation of the program annual operating plan, monitors short- and long-range objectives consistent with the annual operating and corporate and program strategic plans, ensuring the highest level of service possible within funding envelope.
- Participates in the development, administration and monitoring of the annual operating and capital budgets; conducts variance analysis and develops recovery plans as appropriate, ensures expenditures, within areas of accountability, are consistent with the program’s operating objectives while optimizing value-for-money.
- Leads, within areas of accountability, recruitment/hiring, staff development, performance management/review, attendance/disability management, coaching/mentoring, health and safety, collective agreement administration, monitors for compliance with hospital and program policies and procedures and applicable legislation.



# Brockville General Hospital

- Analyzes and assesses short and long-term program staffing requirements within areas of accountability; recommends appropriate complement and mix of nursing, allied health and support staff to meet service demand and needs of the outpatient populations served.
- Participates in the review, development, administration and maintenance program and hospital policies and procedures.
- Prepares information, reports, letters and memoranda, attends program and hospital committee and working group meetings, community and other public meetings as required; makes presentations and provides recommendations on matters pertaining to the outpatient services.
- Fosters the ongoing integration of the BGH Mission, Vision and Values within program service delivery (compassionate care, quality and patient safety, honesty, respect, accountability, teamwork and continuous improvement).
- Creates a high quality care and work environment that encourages open and transparent interprofessional collaboration and communication where the opinions and contributions of all team members are valued.
- Ensures working environment is compliant with appropriate occupational health and safety standards; takes every precaution reasonable to protect employees.
- Participates in the integrated risk management program, e.g., completes HIROC self-assessment checklists relevant to areas of accountability, taking appropriate corrective action(s) as required, follows up on potentially compensable events identified through the incident reporting process, contributes to the development of risk mitigation strategies.
- Investigates and identifies root causes and contributing factors to patient safety incidents; recommends and initiates corrective actions.
- Participates in the development, implementation and evaluation of patient safety, quality improvement initiatives and key performance indicators within areas of accountability, including those initiatives/indicators incorporated within the hospital corporate scorecard and quality improvement plan.
- Participates in program and corporate accreditation readiness, including ensuring high priority criteria are met as well as compliance tests identified for required organizational practices are met within areas of accountability.
- Participates in the development of program services and enhancements, monitors and evaluates initiatives in collaboration with internal and external partners.
- Develops and maintains effective linkages and coordinates services with community and regional partners to ensure a seamless continuum of care.
- Leads or co-leads special projects as required.
- Participates in hospital administrator-on-call roster.
- Good attendance and availability required.

To apply for this opportunity, please send a copy of your resume to quoting competition number

**Brockville General Hospital – Human Resources Department**

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