



## Clinical Manager, Integrated Urgent Mental Health and Addictions Care Team

**Join Northeastern Ontario's Health Care Leaders!**

**Posting #: 22-0738**

**Permanent Full-Time position**

**Location:**

*A dynamic and growing health care environment awaits you in Sudbury Ontario: Canada's happiest city! Surrounded by provincial parks and over 200 lakes, Greater Sudbury has over 160,000 residents and is a rich mix of urban, suburban, rural and wilderness environments. Considered the healthcare hub of northeastern Ontario, Health Sciences North offers a balance of a challenging professional career and a comfortable lifestyle, right in the heart of Northern Ontario's largest city.*

Health Sciences North (HSN) is seeking an innovative leader for the position of Clinical Manager, Integrated Urgent Mental Health and Addictions Care Team to provide clinical supervision and direction through planning and organizing of day-to-day operations to staff working in Crisis Intervention, Behavioural Escalation Support Team (BEST), Psychiatric Liaison, Mobile Crisis Rapid Response, Emergency and Rural Psychiatry Programs. They will provide operational management to each service by planning, communicating, coordinating, and evaluating activities to ensure safe, evidence-based delivery of interdisciplinary mental health and addictions care services across the Ramsey Lake Health Centre (RLHC) site, inclusive of providing resources for consultation support to patients presenting in the Emergency Department and across all care areas.

The ideal candidate will have a minimum of a four (4) year Bachelor's Degree with a specialization in a health-related field, from an accredited university. Preference will be given to candidates with a Master's Degree with specialization in a health related discipline. Certificate of Registration in good standing with an applicable regulatory college is required. We are looking for a minimum of five (5) years' experience working as a Health Professional in an Acute-Care Health facility or in the Addictions field, with a minimum of two (2) years' working in a leadership/supervisory role, preferably in an inpatient acute care or community-based addictions environment.

If you enjoy working in a fast-paced, team environment and are looking for a rewarding career opportunity, you are encouraged to view the full job description on the HSN Careers Website.

We offer competitive salary and vacation, extended health and dental benefits, a pension plan through HOOPP and relocation allowance to assist with moving expenses.

Interested applicants are asked to apply directly to posting # 22 – 0738 by May 4, 2022 at 4:00 pm on the HSN Careers Website at [hsnsudbury.ca/careers](https://hsnsudbury.ca/careers).



## Management

Date Posted: April 20, 2022

**Posting #:** 22-0738

**Position:** Clinical Manager, Integrated Urgent Mental Health and Addictions Care Team

**Status:** Permanent Full-Time

**Program:** Mental Health and Addictions

**Department:** Addictions Services

**Site:** Ramsey Lake Health Centre (RLHC)

### **KEY FUNCTION:**

Provide clinical supervision and direction through planning and organizing of day-to-day operations to staff working in Crisis Intervention, Behavioural Escalation Support Team (BEST), Psychiatric Liaison, Mobile Crisis Rapid Response, Emergency and Rural Psychiatry Programs. Provide operational management to each service by planning, communicating, coordinating, and evaluating activities to ensure safe, evidence-based delivery of interdisciplinary mental health and addictions care services across the Ramsey Lake Health Centre (RLHC) site, inclusive of providing resources for consultation support to patients presenting in the Emergency Department and across all care areas.

### **REPORTING:**

Under the general direction of the Administrative Director, Mental Health and Addictions Urgent and Acute Care.

### **DUTIES:**

1. Develop goals and objectives, and use lean principles to establish and implement procedures for department operation.
2. Review daily bed demands and bed flow; collaborate with the interdisciplinary team to create flow of patients across the continuum of care within HSN and to the community programs.
3. Develop and monitor service agreements with external partners.
4. Design, promote, and facilitate the use of systems to ensure that the provision of patient care is consistent with program and professional standards.
5. Coordinate the day-to-day utilization of human and material resources to achieve program functions.
6. Work in collaboration with patient flow supervisors to ensure patients with medically complex addiction needs are cared for in the most appropriate environment according to their acuity; advocate for transfers to/from the other hospital units as required.
7. Support departmental risk management processes (e.g. incident and accident reporting, quality of care reviews, claims management, etc.) and ensure the implementation of processes are in compliance with the Quality of Care Information Protection Act (QCIPA) and provincial privacy legislation.
8. Create a patient safety culture and ensure departmental compliance to all hospital and program specific policies and procedures, occupational health and safety legislation and infection control practices.
9. Establish quality of care processes in collaboration with Physician leadership, the Mental Health and Addictions management team, Risk Management, Occupational Health and Safety, Human Resources and Unions.
10. Review roles and responsibilities of interdisciplinary clinical staff to ensure balanced workloads to meet patient care needs.
11. Establish and monitor formal mentorship relationships for students as required.
12. Monitor adherence to standards of work and oversee audit results.
13. Champion the adoption of evidence-informed care and best practices.
14. Evaluate patient care and satisfaction on an ongoing basis and formulate solutions for improvement.
15. Monitor and evaluate the quality and effectiveness of programs and services, through distributing and analysis of satisfaction surveys, review of trends at patient council meetings and/or associated committees and networks such as HSN's Harm Reduction Committee.
16. Identify problems and deficiencies in the delivery of optimal patient care and facilitate a multi-disciplinary approach to the formulation of solutions.
17. Develop annual budgets and assume fiscal accountability of the departmental operation according to approved budget.
18. Manage human resources which include: recruitment, selection and training, supervising staff, developing standards of performance, evaluating performance and taking disciplinary action if required.
19. Provide hospital wide, on-call coverage for problems and serious issues after hours and on weekends according to scheduled rotation.
20. Determine and align improvement projects with HSN's Strategic Plan; monitor and adjust to achieve goal outcomes.
21. Participate in the accreditation process and work to ensure that the program and HSN achieve, maintain and continually improve upon their accredited status.
22. Teach, coach and lead an inter-professional staff in the development and monitoring of quality indicators and improvement initiatives.
23. Engage in and foster professional development of all staff and provide opportunities for learning within budgeted resources.

24. Ensure a safe environment for patients, staff and visitors; investigate report, debrief and take or direct corrective action as required on incidents.
25. Collaborate with internal and external stakeholders/organizations/community groups to achieve program objectives, integrate and link community-based services and foster partnerships across the continuum of service delivery.
26. Participate in education and training specific to current, relevant federal and provincial health and safety legislation, standards and guidelines.
27. Represent the department or program on various committees and in meetings as required.
28. Perform other duties as required.

#### **QUALIFICATIONS**

##### **EDUCATION AND TRAINING:**

1. Minimum of a four (4) year Bachelor's Degree with a specialization in a health-related field, from an accredited university.
2. Current Certificate of Registration in good standing with an applicable regulatory college is required.
3. Master's Degree in a health-related discipline is preferred.
4. Ministry of Labour "Worker Health and Safety Awareness in 4 Steps" training certificate is required.

##### **EXPERIENCE:**

1. Minimum of five (5) years' experience working as a Health Professional in an Acute-Care Health facility or in the Addictions field.
2. Minimum of two (2) years' working in a leadership/supervisory role, preferably in an inpatient acute care or community-based addictions environment.

##### **KNOWLEDGE/SKILLS/ABILITIES:**

1. Demonstrated superior knowledge and understanding of evidence-based addictions treatment, and knowledge of Emergency, Mental Health and Addictions services both within and outside the hospital.
2. Demonstrated compliance with professional and ethical practices, accreditation standards and applicable legislation.
3. Demonstrated ability to work independently and make sound judgements involving technical and confidential material.
4. Demonstrated team-building skills with the ability to lead, motivate, and teach others by using the principles of adult learning.
5. Demonstrated ability to provide a customer-focused approach to service delivery.
6. Demonstrated time management, prioritization, organizational, and problem-solving skills.
7. Demonstrated ability to develop, monitor, administer and report on budgets.
8. Demonstrated training, experience or utilization of lean methodology for process improvement.
9. Demonstrated ability to independently identify issues, plan improvements, measure success and continue improvement.
10. Demonstrated knowledge of relevant legislation and principles of management, hospital committee structure, conflict management and resolution, system needs analysis and organizational assessment.
11. Demonstrated ability to use tact and discretion in working with physician, and health care providers from a variety of disciplines.
12. Demonstrated excellent computer skills with proficiency in Microsoft Office software (e.g. Word, Excel, Power Point and Outlook) and patient information systems.
13. Demonstrated superior interpersonal and communication skills, both written and verbal.
14. Demonstrated commitment to the safety of co-workers and patients.

##### **PERSONAL SUITABILITY:**

1. Successful Vulnerable Sector Check is required.
2. Demonstrated commitment to ongoing professional development.
3. Demonstrated professionalism in dealing with confidential and sensitive issues.
4. Proven ability to work independently and in a team environment.
5. Demonstrated positive work record and excellent attendance record.
6. Ability to meet the physical and sensory demands of the job.
7. Ability to travel between local sites.

**Selection Process:** Candidates will be selected for this position on the basis of their skill, ability, experience and qualifications as identified in the resume and completed Application Form submitted. The Hospital reserves the right to conduct a formal interview where required.

**Shift:** Days

**French Language Service Designation:** Bilingualism is an Asset

**Salary:** \$103,915.50.....\$122,245.50/Annum

Note: Applications for this position must be submitted to the Human Resources Department before 1600 hours on **May 4, 2022.**

**HSN thanks all applicants.  
Only those selected for interviews will be contacted.  
We will not accept applications after the closing date and time.**