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**Service Medical Director**  
**Ambulatory Adult Mental Health Service, Mental Health Program**

The Interim Service Medical will report to the Program Chief and Medical Director of the Mental Health Program, and will work collaboratively with the Program Director of the Mental Health Program to oversee the clinical operations and medical quality of care within the Ambulatory Adult Mental Health Service ("Service") within the Mental Health Program. The Interim Service Medical will also work in collaboration and in partnership with the Managers of Ambulatory Adult Mental Health, and shall maintain collaborative relationships with other Program leadership.

**Specific Responsibilities**

***Quality of Care***

- Identify areas of risk, resolve and manage issues that impact or may impact quality of care and/or clinical operations, in collaboration with Program Leadership and in partnership with the Managers of Ambulatory Adult Mental Health;
- Monitoring and ensuring medical quality of care within the Ambulatory Adult Mental Health Service, in collaboration with the Program Chief of the Mental Health Program;
- Monitoring quality performance against indicators and developing and implementing improvement strategies, in collaboration with Program Leadership;
- Support and promote patient safety initiatives and key enablers for ideal patient experiences; and
- Aligning actions to support the Hospital's strategic plan.

***Clinical Operations***

- Supporting Program Leadership with strategic planning and clinical operations, including financial management, clinical utilization management and resource allocation;
- Supporting the Program by providing input into new developments, capital equipment needs and budgetary issues specific to the Ambulatory Adult Mental Health Service;
- Participating in the development of standardized best practice models of care within each Service and across sites;
- Participating in the development of best practice models that support efficiency within the Service and across all three sites;
- Promoting program evaluation guidelines including outcome-based programming and program development;
- Establishing networks and building relationships to ensure integration and coordination of Program activities;
- Engaging Professional Staff Program members in Service goal setting. Providing Professional Staff Program members an opportunity to provide input on decisions that may impact clinical outcomes within the Service; and
- Creating a healthy work environment that enables teamwork and collaboration, while also promoting staff and Professional Staff satisfaction.

***Professional Practice***

- Supporting Professional Staff recruitment for the Service, in collaboration with Program Leadership;
- Providing leadership for the Service while promoting teamwork and collaboration;
- Investigating and responding to Professional Staff code of conduct issues that may arise within the Service, in collaboration with the Program Chief and Medical Director of the Program;
- Regularly rounding on Professional Staff members within the Service;
- In collaboration with Program Leadership, address, resolve and follow-up on questions, issues and concerns raised by Professional Staff members within the Service; and
- In collaboration with Program Leadership, participate in the identification and acknowledgement of Service members for their contributions to Program initiatives and to patient care.

### ***Medical Education***

- Supporting the medical education mandate within the Service in regards to the requirements for medical students based out of the Mississauga Academy of Medicine and residents at Trillium Health Partners;
- Supporting environments and structures that enhance interprofessional education and the Hospital's relationship with the Mississauga Academy of Medicine; and
- Promote the development of multidisciplinary and specialty-specific educational programs.

### ***Administrative Responsibilities***

- Attending meetings and participating in committees where input from the Service is required; and
- Attendance to Program, Service and/or clinical committee meetings, as requested by Program Leadership.

### ***Behavioural Competencies***

In order to be successful in this role, the Interim Service Medical will demonstrate the following behavioural competencies:

#### ***Leading Others***

- Demonstrate outstanding communication abilities;
- Possess a high capacity for developing respectful and supportive interpersonal relationships;
- Demonstrate commitment to quality of patient care and embrace best practices;
- Lead by example and demonstrate accountability for his/her personal behaviours and practices; and
- Support, coach and mentor others in achieving their personal best.

#### ***Influence and Negotiation***

- Possess the courage, curiosity and intellectual capacity to identify bold solutions to complex problems and is able to capitalize upon new ideas, tools and technology.

#### ***Results Driven***

- Identify tangible goals as part of the solution to complex problems and demonstrate leadership in achieving objectives; and
- Possess the ability to develop, lead and sustain a new evolving culture that will continue to value innovation, learning, teaching, research, and a highly collaborative integrative and efficient approach to achieve the best patient outcomes.

#### ***Sound Judgment***

- Demonstrate an ability to balance risk with knowledge, wisdom and intellectual capacity, and base all decisions on the well-being of patients and families, fiscally sound practices and the organization's vision and strategic goals.

#### ***Other Qualifications***

- Active member of the Professional Staff in good standing; and
- Active member of the Mental Health Program.

**If you wish to apply to the Interim Service Medical, Ambulatory Adult Mental Health Service position, please submit a letter of interest (not to exceed one page) and a current C.V. to the attention of Dr. Ian Dawe, Program Chief and Medical Director, Mental Health Program via email to:**

**[Nicole.Falzon@thp.ca](mailto:Nicole.Falzon@thp.ca) by February 18, 2019**