Clinical Manager – Mental Health

Permanent Full-time

RESPONSIBILITIES:

- The primary role is to provide operational management and clinical leadership for the Mental Health Department at Queensway Carleton Hospital (QCH).
- This includes accountability for coordinating quality patient care, promoting and maintaining a professional practice environment, fostering a culture of continuous performance improvement, ensuring patient/staff safety, participating/leading initiatives, and managing implementation of the QCH vision, mission, values and strategic plan at the unit/program level.

Provision of Care/Services:

- Coordinate patient care/service with members of the health care team, patients, families, inter-departments, and community agencies.
- Ensure a safe environment for patients, staff, and visitors in accordance with health and safety legislation, through regular monitoring and prompt investigation of health and safety concerns.
- Ensure the delivery of patient care meets the standards of QCH and the College of Nurses of Ontario and other professional disciplines, where applicable.

Leadership/Communication:

- Develop, demonstrate, and maintain honest, open, and clear lines of communication with all members of the health care team, physicians, other departments, community groups, and agencies that promotes engagement, trust, and cooperation.
- Model positive acceptance towards change and support others to adapt to change.
- Create an environment that promotes professional practice, evidence informed practice, innovation and accountability.
- Contribute to policy and procedure development/review.
- Provide an environment that promotes continuous learning and professional development for staff and students.

Resource Utilization / Management:

- Ensure the alignment of human, financial, and physical resources for the delivery of safe, effective, efficient care and service.
- In collaboration with the Director, develop, monitor and interpret the unit capital and operating budgets to maximize financial resources for patient care.
- Respond to, investigate, establish plans to, and follow up with arising issues, complaints, and incidents.
- Manage labour relations issues in accordance with respective college requirements, contractual obligations, and registration and license requirements.
- Provide performance evaluations and feedback to staff.

Quality Improvement:

- Create alignment between the improvement efforts on the unit and the strategic priorities of the hospital.
- Coordinate the implementation of quality improvement activities.
- Evaluate current practice; plan and implement change based on patient care requirements, health care trends, new technology in alignment with regional/provincial/national standards and guidelines.
- Work closely with hospital leaders, physicians, patients and staff to ensure that any quality, accreditation, patient safety or other improvement initiatives are undertaken with stakeholder input and support.

REQUIREMENTS:

- Registered with the College of Nurses of Ontario
- Bachelor of Nursing
- Registered Nurses Association of Ontario (RNAO) Membership
- Minimum 3 to 5 years recent Mental Health experience
- Recent leadership/management experience (within the last 3 years)
- Experience with leading Quality Improvement Initiatives
- Demonstrated effective interpersonal, conflict resolution, and communication skills
- Proven facilitation, collaboration, and leadership skills
- Demonstrated information technology/systems competency

PREFERRED:

- Master's Degree in a related discipline (or in progress)
- Experience with clinical documentation in an Electronic Health Record
- Canadian Nurses Association (CNA) Certificate in Mental Health
- Membership in Specialty related Professional Association
- Other related regional or national professional memberships/interest groups

Please forward your résumé to:
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