

Title

Coordinator – Community Withdrawal Support and Opioid Response Programs

Reports To

Director of Clinical Services

Summary

This position requires a Registered Nursing designation. The coordinator will oversee Rapid Access to Addiction Medicine (RAAM) / Opioid Substitution Therapy (OST) Clinics, Temporary Overdose Prevention Sites (TOPS)/Safe Consumption Facilities (SCF), Naloxone distribution and management, the Community Opioid Addiction Program, and community withdrawal management programming.

Working from a harm reduction philosophy and the college standards of a range of registered healthcare professionals, the coordinator performs duties and responsibilities consistent with the principles of the psychosocial rehabilitation model.

As a member of the Leadership Team of the agency, the coordinator works collaboratively with the other members and the community to enhance the physical and mental health of clients with addictions and mild to moderate mental health issues.

The coordinator is responsible for the daily administrative and clinical operations of all programs in their portfolio. They will supervise program staff and support the Manager of Quality Improvement & Professional Practice and the Director of Clinical Services with respect to all clinical services of the agency including training and onboarding/orientation of new staff.

Details of Position/Hours of Work

- Full-time (35 hours/week)
- Start date – immediate

Compensation

- \$65,000 - \$69,000 per annum
- Benefit eligibility after 3 months
- 19 days' vacation to start

Job Duties and Responsibilities

Supervisory

- Coordinate and direct the day to day operations of the programs overseen
- Provide clinical supervision of the program staff including coaching and/or mentoring of professional and interpersonal skills
- Oversee clinical intake services for the assigned programs within the agency intake paradigm including Coordinated Access
- Responsible for coordination and supervision of all drug screening
- Responsible for ensuring staff are using evidenced based practice
- Encourage and support staff to comply with the professional requirements of their registered professional colleges as part of their performance reviews
- Responsible for performance evaluation and management of the staff in the programs they oversee:
 - Develop, implement and monitor performance improvement plans for team members in collaboration with the Manager of Human Resources and the Manager of Quality Improvement & Professional Practice as required
- Provide on-call duties as per agency rotation and guidelines
- Adhere to and enforce all agency policies
- Review of clinical files and monitoring of file documentation and activity logs
- Support the onboarding of new staff and students as required
- Participate in the recruitment, support, direction and supervision of administrative positions attached to programs in this portfolio
- Provide administrative supervision for the staff in the programs they oversee Including, but not limited to;
 - Scheduling, timesheet approval, coverage, caseload management

Program Development

- Program implementation and evaluation
- Analyze data/information to determine the effectiveness of programming and programs as directed and makes recommendations to Director of Clinical Services
- Assist with the coordination of special projects as directed
- Oversee program budgets
- Participate in agency program development and implementation with the Director of Clinical Services and Manager of Quality Improvement & Professional Practice

- Build and support sustainable and productive relationships with all individuals including staff, management, and the community to ensure effective and efficient client-centred services and referrals
- Identify and discuss issues, concerns, goals related to program services or the agency in general to their supervisor
- Suggest, seek approval and implement improvements to programs and overall agency services in collaboration with leadership team
- Collaborate and provide input to Human Resources and the Manager of Quality Improvement & Professional Practice about the needs of the team for purposes of recruitment and selection of new program staff
- Provide input into the professional practice development needs of the staff they supervise in collaboration with the Manager of Quality Improvement & Professional Practice

Community Development

- Liaise with community partners to support/ensure program targets and outcomes are attained
- Engage in community development efforts to increase awareness and reach of programs and services
- Represent the agency in the community as requested
- Develop and deliver outreach and awareness activities, public relations, community and provincial presentations, training and seminars as directed and/or approved by the Director of Clinical Services
- Liaise with media as directed
- Promote telemedicine or appropriate technology to healthcare professionals, including ADSTV staff, patients and the community

Other

- Participation in clinical case conferencing and assist with facilitation as directed
- Provide clinical services as required
- Maintain a high level of knowledge about current issues and best practices which influence the populations served by the programs and agency
- Remain current on data entry for Catalyst reporting
- Responsible for the delivery of high quality telemedicine services including effective booking of host site encounters
- Responsible for setting practice standards in alignment with the College of Nurses of Ontario (CNO) or other professional colleges and regulating bodies

- Review and approval of correspondence as per agency protocols
- Responsible for report writing/submission to funders and providing input into the development of funding proposals to be approved by Director of Clinical Services or Manager of Quality Improvement & Professional Practice, as appropriate
- Demonstrate leadership qualities and participate as a contributing member of Leadership Team
- Ensure adherence to data quality standards and participate in analysis of data at the leadership level
- Implement continuous quality improvement activities
- Other duties as required

Knowledge, Skills, Abilities, Other Requirements

- Registered Nurse (Degree preferred) in good standing with the College of Nurses of Ontario
- Proof of liability protection under RNAO or independently
- 5+ years' experience working in the Mental Health/Addictions and/or Addiction Medicine fields
- 3-5 years in a position that oversees professionals who are registered and report to a governing body/Professional College
- Demonstrated history of sound clinical judgement
- Relevant project and/or program development experience
- High tolerance for the evolving nature of new programs/services
- Demonstrated leadership competency
- Demonstrated effective communication skills, decision-making, problem solving, critical thinking and conflict resolution
- Proven presentation and training skills
- Knowledge of Information Technology systems, (OTN equipment knowledge is an asset) capacity and enthusiasm for embracing effective use of technology in practice
- Data management experience
- A capacity and willingness to work collaboratively
- Maintain certification in First Aid/CPR/ASIST/Non-violent crisis intervention training
- Demonstrated computer skills/knowledge of Outlook, Excel, PowerPoint, electronic client records
- Satisfactory Vulnerable Sector Check
- Able to support staff working rotating shifts (including some weekends)
- Have valid driver's licence and access to a vehicle

Working Conditions

- May be exposed to infectious and communicable diseases; working with individuals who have a history of trauma and being aggressive
- Manual dexterity required to use desktop computer and peripherals
- Over time may be required
- Moderate physical activity including walking, standing, sitting, lifting

PLEASE SUBMIT RESUME AND COVER LETTER IN CONFIDENCE BY:

September 15, 2018 at 4:30 pm to:

ADSTV

Attn: HR – Coordinator – Community Withdrawal Support and Opioid Response Programs

260-200 Queens Ave., London, ON N6A 1J3

or

employment@adstv.on.ca

Please indicate the position you are applying to in the subject line if submitting via email.

ADSTV is an inclusive employer and encourages applications from Indigenous people, women, persons with disabilities and members of visible minorities

If you require a disability-related accommodation during this process, please inform us of any required accommodations needed.

Preference will be given to candidates who are proficient in both official languages of Canada and who meet all job requirements.

Préférence sera accordée aux candidats qui sont compétents dans les deux langues officielles du Canada et qui satisfont à toutes les exigences de l'emploi.

We thank all applicants for their interest but regret only those selected for an interview will be acknowledged.

No phone calls please.