

## VERNON NATIVE HOUSING SOCIETY

**POSITION TITLE: CLINICAL PROGRAM TEAM LEAD/MANAGER**

**WAGE SCALE: \$95,000/Annum 37.5hr/week**

**FULL-TIME/NON-UNION POSITION**

#

### **Complex Care Mandate:**

Vernon Native Housing Society has created a Complex-Care home for ten Indigenous women. This home will be a new approach to Indigenous focused nursing care, creating a harm reduction program, focused on cultural safety and a trauma informed approach to complex indigenous clients.

### **General Overview of the Position:**

In accordance with established vision and values of the organization, the Clinical Manager provides line leadership, supervision, clinical support, service delivery level problem solving to multidisciplinary Complex Care Housing teams, and direct client care as required. The Clinical Manager works to deliver high quality, client focused programs across the continuum of community services and provides liaison to local agencies and other service providers. In collaboration with the AHMA CCH Team, the VNHS Executive Director, to be responsible for the planning, implementation, coordination, and evaluation of clinical practice to ensure quality client care outcomes.

### **Role and Responsibilities:**

1. Coordinates the day-to-day operation of the program and supervises staff by ensuring appropriate levels of staffing are maintained by communicating with schedulers to confirm approved leaves and replacement requirements. Assesses the workload for all clinical staff and allocates staff to ensure quality care is delivered to all areas. Approves vacation time and all other staff absences supported by Provincial Clinical Supervisor and the Executive Director.
2. Provides consultation and supervision to clinical staff who perform individual and group therapy and who utilize specialized training in advanced research and therapeutic interventions.
3. Evaluates staff performance by writing, signing and conducting performance appraisals. Based on the performance appraisal, makes recommendations to the Executive Director as required. Participates in hiring staff by acting as a recruitment panel member which includes the Provincial Clinical Supervisor.
4. Coordinates the development, implementation and maintenance of program specific competencies by working with staff to identify and document skills and competencies as supported by Clinical Provincial Supervisor and the Executive Director as required. Coaches and assesses the learning needs of staff and participates in the development and implementation of in-service education and professional development.
5. Develops and evaluates, with the support of the Clinical Provincial Supervisor, the Staff and the Executive Director, the development, implementation, and evaluation of educational programs for clients and their families.
6. Develops and implements clinical standards and operational procedures for the model of service that meets professional standards, evidence-based practices, and accreditation standards for complex, multidisciplinary Complex Care Housing programs. Maintains standards of client care by revising and updating existing operational procedures.
7. Provides clinical services as a senior practitioner by providing assessments on complex clinical cases, including the identification and planning of treatment goals. Implements treatment plans and evaluates treatment outcomes. Provides other forms of direct care to meet the needs of the client population. Produces written reports and other confidential documents based on assessments and professional judgment.
8. Measures and monitors the extent to which annual program goals and objectives are met through data collection systems such as client, facility, provincial, and population health data. Makes recommendations to Clinical Provincial Supervisor and the Executive Director to fill any identified gaps in services or to shift elements of the program to keep pace with emerging client trends.
9. Measures and monitors the extent to which quality practice is being delivered in the program by conducting file audits, by attending case conferences and team meetings, by observing staff delivering clinical service, and by

#

#

soliciting feedback from clients, family, community partners or staff. Recommends corrective actions when departures from good quality clinical practice occur.

10. Provides clinical expertise and ongoing in-service education to the staff in acquiring and maintaining clinical competence. Ensures case coordination, documentation and care planning standards are met or exceeded. Communicates current information on approaches to client care services and researches new and/or alternate methods of service delivery to staff. Supports staff innovation and grassroots initiatives.
11. Contributes to a safe and healthy workplace by maintaining educational competencies in Non-Violent Crisis Intervention and other relevant aspects of Complex Care's employee health initiatives.
12. Oversees the management of financial, technical and human resources through program planning processes and budget monitoring. Works with VNHS Executive Director in budget implementation and in taking corrective action to maintain a balanced budget.
13. Orientates of staff by providing one on one coaching and instruction.
14. Participates on local, community, regional, and provincial committees as assigned.
15. Assists with organizing and supporting practicum placements for students as part of the curriculum for established and recognized institutions and schools offering programs and training in the fields relevant to the provision of Complex Care Housing services.
16. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training and Experience:**

A master's degree (from an accredited educational institution) in a social or behavioral science field relevant to the position. Four years recent related experience including experience in individual, family and group modalities of practice in the clinical specialty of the assigned area, and one-year recent experience in a leadership capacity, or an equivalent combination of education, training and experience.

Current valid BC driver's license.

### **Skills and Abilities:**

**Management:** Demonstrated ability to organize work, set objectives and establish priorities. Manages time and resources, implements activities to promote cooperation among the interdisciplinary team, supervises responsibilities of others, and collaborates across disciplines.

**Leadership:** Promotes staff morale, engagement, and risk-taking. Demonstrates creative planning for change and innovations, implementation of CCH policies or other protocols, and ongoing professional development of self and others.

**Knowledge Integration:** Integrates best practice and current research evidence to support professional practice decisions and actions.

**Communication:** Demonstrated ability to communicate effectively with clients, families, the public, medical staff and the members of the interdisciplinary team using, oral written and computer communication means. Demonstrated ability to effectively resolve conflict.

**Critical Thinking:** Demonstrated ability to integrate and evaluate pertinent data (from multiple sources) to problem-solve and make decisions effectively. Applies the problem-solving process demonstrating critical thinking and decision-making skills using a systems approach.

**Teamwork:** Demonstrated ability to foster teamwork and a commitment to excellence in the provision of client care.

**Teaching:** Ability to teach clients and others both one-on-one and in groups.

**Equipment:** Demonstrated computer skills including the use of EMR and Windows based programs. Demonstrated data analysis skills including appropriate data analysis and reporting tools. Demonstrated ability in the use of e-mail and word processing. Ability to operate other related equipment as required in the specific practice area.

Physical ability to perform the duties of the position.

Preference will be given to Indigenous applicants as per Section 41 of the BC Human Rights Code

#