

CITY OF HAMILTON

PUBLIC HEALTH SERVICES

(CLINICAL & PREVENTIVE SERVICES DIVISION – ALCOHOL, DRUG & GAMBLING SERVICES/MENTAL HEALTH AND STREET OUTREACH SERVICES – LOCATIONS - 21 HUNTER ST. E., 3RD FLOOR/110 KING ST. W., 2ND FLOOR)

CLINICAL RESOURCE COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Alcohol, Drug & Gambling Services and Program Manager, Mental Health and Street Outreach Services, the Clinical Resource Coordinator is responsible for providing clinical support to the ADGS and MHSOS teams, through education, training, resource support and practice related consultation. Clinical support is provided at the team and individual level. The Clinical Resource Coordinator also contributes to quality service provision by working with the teams and manager in planning, developing, and evaluating clinical programming. This position involves direct service delivery, mentoring/coaching, and implementation of best practices approaches.

GENERAL DUTIES

Ensures the provision of quality service delivery by developing and executing an annual clinical development plan for the Mental Health and Street Outreach Services and Alcohol, Drug & Gambling Services teams.

Identifies learning needs, promotes development of staff and assists in the application of knowledge/theory to practice, in collaboration with the Program Manager, Public Health Services Nursing Practice Advisor, Street Outreach Co-ordinator, and Consulting Psychiatrist.

Reviews and evaluates clinical research to bring forward best practices to be considered for implementation to improve individual directed-care and program development.

Identifies and coordinates appropriate staff training, at an individual staffing and program development level.

Coaches and mentors staff through support and guidance, as required.

Provides direct practice related clinical consultation, related to staff learning needs (i.e. implementation of CBT).

Initiates and provides leadership to educational activities aimed at developing specialized knowledge, skills and abilities to assist staff to meet the needs of individuals accessing services.

Is responsible for a clinical caseload and facilitation of groups with ADGS.

Assesses in an interview the issues the individual is presenting with, considering: alcohol, drug use and problem gambling, educational, employment, social and cultural problems, marital or family relationships, health (both physical and mental), legal and financial difficulties.

Assesses the resources and strengths of an individual, which may serve as the base for dealing with his/her various problem areas.

Maintains accurate records consistent with the case system.

Composes correspondence and compiles statistics as required.

Participates in program planning, development and evaluation processes.

Develops and organizes materials for individual and staff training needs.

Liaises with internal and external stakeholders including staff, management, community key partners and programs' existing and potential clients as part of data gathering method in research/evaluation projects.

Selects and evaluates tools and instruments to measure clinical outcomes.

Participates in policy and procedures development.

Able to work from a collaborative position, with a multi-disciplinary team.

Operationalizes directives from the department that relate to clinical issues, in collaboration with the manager.

Problem solves with staff to bring forward appropriate solutions to increase the capacity and flow of the clinic.

When needs are identified within the diverse populations served by the teams bring forward, to the manager, innovate client-directed programming to address needs.

Translates research/program evaluation findings into appropriate recommendations for operational and strategic planning.

Develops recommendations for program policy and development based on evaluation results.

Participates in committees, as decided with Manager

Participates in public and community educational activities, as required.

Evaluates, creates and disseminates knowledge through presentations at team and individual staff meetings.

Attends and contributes to workshops, presentations, conferences, formal and informal educational opportunities that reflect a commitment to ongoing skill, knowledge and ability enhancement.

Maintains membership in professional organizations related to discipline and to specialty practice.

Participates in modules and other Divisional/Departmental sub-committees, as required.

Is familiar with the policies and procedures manual; function in accordance with these policies and procedures in carrying out assigned duties and responsibilities.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other related duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Masters degree in Social Work with current registration with the Ontario College of Social Workers and Social Services Workers, RSW; or related discipline with current registration in the Ontario College of Social Workers and Social Services Workers.
2. Advanced knowledge and practice experience in the areas of mental health and/or addictions, and homelessness practice.
3. Advanced knowledge and experience in the areas of client-directed care, anti-oppressive practice, and impacts of social determinants of health.
4. Advanced clinical knowledge of best practice research and clinical interventions/theory related to the above areas.
5. Demonstrated ability to provide excellent client-directed service in accordance with City of Hamilton's values.
6. Demonstrated ability to understand systems and community integration.
7. Demonstrated ability to develop and implement evidenced based innovative clinical and client-directed programming.
8. Demonstrated clinical and professional practice leadership.
9. Demonstrated advanced clinical practice skills including assessment, specialized interventions, treatment planning, program development.
10. Demonstrated advanced clinical judgement and critical thinking skills.
11. Demonstrated advanced interpersonal and communication skills.
12. Demonstrated ability to establish and maintain effective working relationships within an interdisciplinary team with direct service staff to identify and meet the needs of the Program.
13. Excellent written and verbal communication skills, facilitation and presentation skills.

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure