



NON-CONTRACT ROLE DESCRIPTION

JD5529

ROLE TITLE:	Manager, Mental Health and Substance Use, Community Services	ROLE DESCRIPTION NO.:	5529
DEPARTMENT:	Mental Health and Substance Use	HEABC REFERENCE NO.:	N/A
REPORTING TO:	Director, MHSU	HSCIS CODE:	04231
CLASSIFICATION:	NCEM/Range E MCO	JOB CODE:	91627

ROLE SUMMARY

NOTE: This job applies to a manager responsible to provide clinical and operational leadership to a front-line clinical patient care department or health program that is delivered through multi-disciplinary health care teams in a hospital and/or community-based direct patient/client care setting. The departments are large with the Manager Clinical Services/Program Operations **directly supervising at a minimum Nurses at the Level 4 or 5 classification/wage rate.**

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Director, the MHSU Community Manager is responsible for setting the direction of patient/client care activities, operational planning, human resource management, financial management, education and research for the assigned programs. The position is responsible for development and implementation of care programs, policies and procedures in a manner aligned with the organization's culture, values and strategic direction and ensuring coordination of services with all relevant aspects of Mental Health and Substance Use Services and other VIHA programs.

DUTIES AND RESPONSIBILITIES:

1. Facilitates the development of services by:

- Collaborating with colleagues and other partners in formulating a care philosophy, goals, objectives, policies, procedures, systems and standards; ensuring communication, interpretation and implementation by staff
- Directing the operation of services
- Recommending changes in overall structure, policy and operations, and
- Incorporating trends in Mental Health and Substance Use practice into recommendations for change and improvement
- Promoting an interdisciplinary approach to client services, education and research

2. Coordinates the activities of staff by:

- Providing clear definitions of responsibilities and levels of authority
- Interpreting and applying the various collective agreements for unionized staff. Represents the Employer in labour relations matters and determines the dispositions of grievances.
- Ensuring orientation and support is available to new staff

Establishing performance standards, evaluating performance of direct reports to improve individual and organizational

- performance. Takes corrective action up to and including termination.
 - Encouraging participation in quality improvement activities in the delivery of quality client service
 - Implementing personnel policies in accordance with the organizational policies and collective agreements
 - Ensuring that the assessment and planning of staff development needs occurs
3. Advancing Mental Health and Substance Use perspective by:
- Supporting staff participation on committees
 - Cooperating with other services
 - Acting as a resource person making recommendations on new and/or revised programs to Area Director that are outside own areas of responsibility.
4. Manages budget by:
- Participating in both the short and long range capital and operating budget process
 - Ensuring resource needs of assigned area are met
 - Monitoring approved budget, analyzing variances and taking corrective action as required.
5. Ensures Mental Health and Substance Use Services strategic planning is undertaken and that indicators are monitored and provides reports as required.
6. Develops partnerships with other programs and agencies within the health and social services system to optimize the continuity of care.
7. Supports and facilitates professional practice in collaboration with advance practice professionals and educators to support professional development. Ensures educational and research resources are targeted to meet the needs of MHSU staff; that practice is evidence-based.
8. Promotes an awareness of current trends and issues in health care.
9. Ensures the achievement of optimal compliance with accreditation.
10. Establishes structures that encourage staff to make decisions, promote creative and innovative solutions to problems, enable self-managed and project teams and simplify processes and systems.
11. Develops and completes a personal continuing education agenda related to the mission, values and leadership of the organization and incorporates the outcome of the personal appraisal process.
12. Assumes other areas of responsibility as assigned.

QUALIFICATIONS:

Education, Training And Experience

Baccalaureate degree in relevant discipline. Master's degree preferred. Seven to ten years of relevant management experience, preferably in the Mental Health and Addictions field. Experience in program redesign. Knowledge of Mental Health delivery systems.

Skills And Abilities

- Excellent communication, interpersonal skills, problem solving and conflict resolution skills.
- Demonstrated ability to lead others and negotiate creative solutions.
- Ability to utilize both analytical skills and conceptual thinking to identify and resolve issues.
- Commitment to collaborative practice and lifelong learning.
- Physical ability to perform the duties of the position.

