



## UNION JOB DESCRIPTION

JD5872

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| <b>JOB TITLE:</b>            | Coordinator   | <b>JOB DESCRIPTION NO.:</b>        | 5872    |
| <b>CLASSIFICATION:</b>       | Disciplines Allied to Social Work S3 - Over 24 FTE                  | <b>GRID/PAY LEVEL:</b>             | H-I-S3D |
| <b>COLLECTIVE AGREEMENT:</b> | Health Science Professionals  | <b>HSCIS NO.:</b>                  | 50034   |
| <b>UNION:</b>                | BCGEU   | <b>JOB/CLASS CODE:</b>             | 50034   |
| <b>PROGRAM/DEPARTMENT:</b>   | Mental Health and Substance Use                                     | <b>BENCHMARKS (If Applicable):</b> |         |
| <b>REPORTING TO:</b>         | Manager   |                                    |         |
| <b>FACILITY/SITE:</b>        | VIHA South, Central and North Island Health Services Delivery Areas |                                    |         |

### JOB SUMMARY:

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

Reporting to the Manager, the Coordinator is responsible for the day-to-day operations of unit/service/program. Providing leadership to the multi-disciplinary team, this position coordinates and facilitates daily clinical activities, ensuring effective use of resources reflective of the MHSU vision and mission. Acts as the communication liaison between members of the multi-disciplinary team, as well as other health care professionals and administrative personnel outside the unit/service. Supervises and evaluates staff, provides leadership and functions as a role model and coach to assist staff with professional development and achievement of unit/service/program goals. Takes a long-range view of operations and patient/client/resident service delivery and follows through on issues that impact on the overall quality of patient/client/resident care provided. Develops policies and procedures/ standards for operationalizing patient/client/resident care at unit/service level. Contributes to the monitoring and development of the operating plan. Provides leadership within the unit/service for quality and risk management activities. Engages in program and community development when appropriate and as directed.

### TYPICAL DUTIES AND RESPONSIBILITIES:

#### 1. Human Resources - Responsible for the day to day operations of the care unit or service:

- Supervises staff, and assigns work;
- Conducts individual performance planning and feedback sessions; monitors and evaluates staff performance and provides constructive feedback through formal and informal opportunities;
- Provides ongoing coaching and mentoring to facilitate performance improvement and the achievement of individual objectives;
- Works with the Manager to manage individual performance involving corrective action or discipline;
- Identifies and facilitates education / training needs for staff;
- Recruits and hires staff;
- Supports the orientation process for new staff.

#### 2. Coordinates patient/client care delivery:

- Develops unit/service/program specific policies and procedures and standards for care, and revises as necessary;
- Coordinates patient/client/resident flow in consultation with team members and appropriate unit, department, or outside institutions/agencies;
- Collaborates with other Coordinators and/or others to ensure timely and appropriate utilization of resources/services;
- Attends and/or facilitates planning/service delivery meetings and interdisciplinary/interagency meetings;
- Assesses staffing needs based on planned patient/client/resident activity and acuity and ensures appropriate resources are available to meet patient/client/resident requirements;
- Develops and/or approves the final schedule for staff. (Ensures that self-scheduling processes support patient/client/resident needs and comply with self-scheduling guidelines);
- Ensures completion of staff assignments, consulting as necessary and revising according to activity and staff changes;
- Provides support to staff in planning and prioritizing patient/client/resident service delivery;
- Acts as contact for patients/clients/residents and families in conflict situations;
- Addresses inter-service coordination and operational issues that may arise;
- Promotes and implements evidence based, client centered care;
- Some clinical capacity may be required as directed and approved by the responsible manager.

3. Provides leadership:

- Promotes a supportive, collaborative environment for all staff using a team approach;
- Facilitates change;
- Ensures implementation of service initiatives;
- Participates in program/organizational committees;
- Participates in community development activities as assigned/delegated;
- Facilitates the achievement of program goals;
- Provides leadership for projects as assigned;
- Models and intervenes with conflict resolution skills;
- Mediates and negotiates issues that arise within the unit or department;
- Facilitates the implementation of program, organizational and professional standards of practice;
- Contract development and supervision as directed;
- Serves as a professional role model;
- Provides leadership and participates in program development as directed.

4. Carries out operational planning/financial management:

- Develops and monitors budgets for assigned service area; and authorizes and approves overtime and operational expenditures;
- Tracks and analyzes patient/client/resident activity/acute and utilization data and initiates improvements;
- Tracks and analyzes workload and staffing information to ensure effective use of human resources and initiates improvements;
- Reviews, assesses and evaluates operational performance;
- Participates in the operating planning process for the service/unit.

5. Oversees equipment and supplies management:

- Evaluates equipment, products and supplies;
- Ensures efficient and effective inventory and purchasing processes, as well as the identification and follow-up of maintenance issues.

6. Provides leadership within the care unit/service for quality and risk management:

- Promotes and facilitates a safe and therapeutic environment for the provision of service;
- Addresses, documents, reports and resolves any risk management and quality issues as they arise;
- Leads CQI initiatives as directed.
- Develops and implements quality improvement initiatives, taking a leadership role in unit based quality initiatives;
- Provides unit leadership for the Accreditation process;
- Takes a leadership role, in collaboration with the Manager, for initiation and follow-up of Critical Occurrences and in emergency measures situations.

7. Performs other related duties as assigned.

**QUALIFICATIONS:**

**Education, Training And Experience**

Master's degree in a related health discipline from an approved post-secondary institution, plus five to seven years' recent related experience, including 2 years relevant clinical experience, and 2 years supervisory experience is required. An equivalent combination of education, training and experience will be considered. Current practicing Registration with the Professional Practice Body of the discipline. Valid BC Drivers license.

**Skills And Abilities**

- Proven and demonstrated interpersonal and leadership skills.
- Ability to supervise and effectively manage human resources.
- Ability to organize, coordinate and prioritize own work and that of others.
- Ability to effectively manage services within available resources including the ability to develop, audit and manage budgets.
- Ability to use a collaborative approach to problem solving supported by an overall systems approach.
- Ability to effectively employ human relation skills including conflict resolution.
- Ability to contribute to the professional and the organizational vision as it pertains to clinical practice, service delivery and organizational development.
- Demonstrated ability to effectively communicate (verbal/written).
- Demonstrated critical thinking and problem solving skills.
- Demonstrated commitment to collaborative practice and life long learning.
- Demonstrated ability to facilitate change.
- Ability to operate related equipment.
- Physical ability to perform the duties of the position.