**Job Description**

**JOB TITLE:** Clinical Coordinator

**REPORTS TO:**

**Location:**

**updated:** September 2021

**Job Summary**

Foundry is removing barriers and increasing access to health and wellness services for young people ages 12–24 and their caregivers through a network of youth-friendly centres across British Columbia and online. By offering integrated mental health care, substance use services, physical and sexual health care, youth and family peer support and social services, Foundry makes it easier for young people to find support in their communities. Online resources and first-of-its-kind virtual care further broaden Foundry's reach.

The Clinical Coordinator administers, oversees and coordinates allied health services offered by the Foundry centre, ensuring the seamless delivery of the core service streams. They provide clinical leadership for the development, delivery and evaluation of services, outcomes and care planning for the effective utilization of resources through a systems and integration perspective. They act as a clinical resource to staff, students and inter-professional team members, facilitate effective problem solving and promote collaboration. The Clinical Coordinator establishes priorities and coordinates work assignments and schedules. They identify learning needs and interests of staff, provide educational and orientation programs, coach and mentor, conduct performance evaluations and provide formal feedback. They interpret, implement and monitor policies, procedures and standards related to client care in person and in a virtual environment. They collaborate with interdisciplinary team members, other Foundry centres and health and community providers to ensure timely and seamless delivery of services. They identify, coordinate and promote evaluation, research and quality improvement initiatives. The Clinical Coordinator participates in team and/or local committees and internal and external case conferences.

**Key Duties and Responsibilities**

* Provides clinical guidance and expertise, mentoring, coaching and consultation to the centre’s interdisciplinary service providers, students, interns and partners in the clinical care of young people and their families. Collaborates in problem solving clinical cases, providing and/or recommending interventions, programs, resources and literature to promote continuity of care and effective treatment and resource utilization.
* Oversees daily workflow for walk-in counselling and other centre allied health services and programs, including monitoring caseload allocation where appropriate. Provides clinical support and supervision for walk-in counselling, with an emphasis on evidence-informed and culturally responsive practice, discussing client care issues and developing linkages and partnerships with other facilities, agencies and support groups.
* Collaborates with physicians and/or nurse practitioners, the inter-professional team and other services to develop, implement and evaluate comprehensive care plans and interventions for youth and their families using systematic assessment, best practices and evidence-based standards, involving the youth and, where appropriate, the family in the context of their community.
* Emphasizes the importance of providing integrated services for clients. Acts as a resource for mental health and substance use issues. Promotes collaboration between staff and families to highlight client concerns such as access to primary care, education, employment, housing and income support. Uses methods such as involving clients in dialogue with staff and families; encouraging self-care; providing access to interventions; fostering a warm and non-judgmental environment; providing guidance, support and information on complex situations; and assisting with navigating issues such as informed consent, confidentiality and developing linkages and partnerships with other facilities, agencies and community resources to best meet client needs.
* In collaboration with the centre/program manager, develops, implements, delivers and evaluates education services for service providers working with individuals with mental ill-health and concurrent disorders, utilizing an evidence-based model and adult learning principles. Uses methods such as assessing individual and group learning needs; determining resources and learning environment required; developing, organizing and scheduling education sessions; and developing education materials and resources, including handouts, brochures, posters and presentations.
* In collaboration with the centre/program manager, ensures appropriate client records are maintained by Foundry service providers in accordance with established standards, by methods such as preparing progress notes, documenting significant events and unusual occurrences, noting referrals and preparing reports to meet regulatory requirements and provide evidence and rationale to support findings and treatment plan.
* Participates in committees, task groups, continuing education and/or community initiatives by methods such as providing mental health and substance use representation and input from a clinical perspective; sharing up-to-date information on programs, services and referral processes; acting as an advocate for the goals and objectives of the clinical team; facilitating the development of clear, efficient service and referral pathways; and promoting optimal support for clients and their informal support network to improve access, integration and coordination of services.
* In collaboration with the centre/program manager, engages in ongoing program planning, development, evaluation and quality improvement activities that facilitate team goal setting, problem solving, conflict resolution and collaboration by methods such as assessing resources, collecting data, implementing client outcome measures, monitoring variances to expected outcomes and analyzing outcomes data. Reviews feedback, standards, procedures and protocols to determine opportunities for quality improvement and provides input and/or recommendations for improved service delivery and to reduce gaps and barriers in services.
* In conjunction with the centre/program manager, selects and hires new staff, taking into consideration the needs of the collaborative team environment. Provides orientation and training for new staff as needed. Provides input to the program manager on performance evaluations for designated staff. Identifies and supports learning and development needs of staff.
* With the centre/program manager, sets measurable goals and objectives within a team environment, incorporating Foundry’s vision and values, goals and strategic plan, through methods such as maintaining and updating own knowledge of clinical and professional development and developing a plan for the team’s professional development; reviews progress to ensure goals are achieved within established timeframes or revised as required.
* Carries out responsibilities in accordance with health and safety requirements. Immediately reports unsafe situations by notifying supervisor or other appropriate personnel.
* Performs other related duties as required.

Qualifications

* Master’s degree in social work, psychology or behavioural science;
* 3-5 years of related experience in clinical specialty area;
* Experience working in a multi-disciplinary team;
* Experience working directly with youth;
* Experience successfully leading teams;
* Experience with developing policies and procedures and designing and delivering community programs; and
* Primary care experience (optional)

Skills and Abilities

* Comprehensive knowledge of the broad range of issues pertaining to mental health and substance use among adolescents, young adults, and their families;
* Demonstrated knowledge of supervisory and consultative processes and of clinical supervision models, with the ability to identify learning needs, teach, coach and provide clinical information and supervision;
* Demonstrated therapeutic skills and the ability to apply theory and practice in the areas of case management and individual, family and group therapy with clients with a variety of mental health and substance use disorders;
* Demonstrated knowledge and application of trauma-informed and culturally safe principles of care;
* Demonstrated knowledge of team-based primary care;
* Demonstrated knowledge of relevant Acts, pertinent regulations, policy, procedures and other statutory and certification requirements (such as the Mental Health Act; Adult Guardianship Act; Health Care (Consent) and Care Facility (Admission) Act; Child, Family and Community Service Act; and Freedom of Information and Protection of Privacy Act);
* Demonstrated ability to teach, coach, and provide clinical support;
* Effective listening and consensus building skills that promote communication and lead to a cooperative approach to problem solving and decision making within interdisciplinary settings;
* Ability to work effectively with others in a multicultural environment, independently and as part of an interprofessional team, including understanding the frameworks of other disciplines;
* Ability to manage crisis situations and provide leadership to staff in the management of client crises;
* Ability to make effective referrals in a collaborative manner, reflecting in-depth knowledge of community resources and strong collaborative skills in working with other community partners; and
* Physical ability to carry out the duties of the position.

**JOB DESCRIPTION APPROVED BY:**

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