



Canadian Mental  
Health Association  
Sudbury/Manitoulin  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Sudbury/Manitoulin  
*La santé mentale pour tous*

## COORDINATOR, HEALING WITH HOPE

**INCUMBENT:** 1 FTE Vacant

**REPORTS TO:** Manager, Harm Reduction and Shelter Services

**PROGRAM:** Healing with Hope

**APPROVED BY:** Director, Programs & Planning

**DATE APPROVED:** November 2024

**HOURS:** 35 hours/week  
Contract, 12 months with possibility of extension

### POSITION SUMMARY:

Reporting to the Manager of Harm Reduction Home and Shelter Services, the Coordinator, Healing with Hope, supports staff and residents within a residential Managed Alcohol, Harm Reduction program called Healing with Hope (HWH). As a member of an interdisciplinary team, the coordinator provides leadership supervision to front-line staff and oversees the coordination of the HWH program and services.

The Coordinator is required to work a combination of weekday and evening shifts and as part of a regular on-call rotation; weekends as required.

During this contract, the Coordinator plays a key role in the planning and implementation of recommendations from the Healing with Hope Program Model review. This review will assess the needs of the population served and the most appropriate program model to meet those needs.

### ESSENTIAL JOB RESPONSIBILITIES:

#### Program Coordination

- Review and update program policies and processes as required.
- Develop, review and update program documentation, forms, letters, templates and care plans as required.
- Manage vacancies and referrals to the program to minimize wait times for service.
- Lead the development of training and education plans and activities based on resident and staff needs.
- Approve program purchases within the defined scope for the team and/or program through a purchase order process.
- Submit regular program reports to the Manager, Harm Reduction & Shelter Services.
- Initiate, monitor and renew program related service agreements.
- Review and respond to community requests for information.
- Provide coverage to support HWH and Leadership team activities as required.
- Develop and deliver program presentations.
- Assist with the coordination of responses to building and property concerns at 200 Larch



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### Clinical Coordination

- Champion harm reduction and recovery-oriented practice (ROP) philosophy and practices within program policy and operations.
- Ensure timely completion of case notes and time entry within the client database and record management systems.
- Conduct regular audits of documentation. This includes review of resident information, case notes, care plans, assessments, and consent forms.
- Work collaboratively with community partners to plan and implement supports that improve resident health and well-being and facilitate effective transitions to and from the HWH program.
- Coordinate and communicate with the lead physician and other care providers to ensure safe and effective clinical operations of the program.

### Team Supervision

- Provide guidance, direction, mentoring, and problem solving to the team on services, individual interactions and program related items.
- Direct operations of the team by scheduling staff hours, approving time off requests, assigning and monitoring work, gathering resources and implementing productivity standards.
- Participate in the recruitment of new staff and provide feedback to the hiring committee.
- Develop orientation plans, schedule orientation sessions and conduct orientations with new staff.
- Conduct regular supervisions, goal planning and annual performance reviews with staff.
- Support staff and residents through complex program and care transitions.
- Facilitate regular communication with staff and Manager.
- Provide oversight to student placements and research projects as appropriate.
- Assist staff with resolving resident issues and escalate to Manager as required.

### Planning and Quality Improvement

- Maintain quality-assurance activities through regular review of program targets, objectives and performance metrics. This includes the planning and implementation of recommendations from the Healing with Hope program model review.
- Lead a change management approach that effectively supports the needs of staff and residents.
- Develop, implement, and maintain standards, procedures, and outcomes for the program.
- Monitor and support the implementation of client data management systems. Analyze data and assist with reporting systems (e.g. MIS & CDS).
- Ensure team and program compliance with standards of practice. Make changes to practice based on self-appraisal, ongoing feedback and guidance, mentoring, professional development, performance appraisal and application of current best practice/evidence-based research.
- Monitor and support the implementation of Agency Accreditation processes.
- Develop reports based on funder requirements and guidelines.
- Identify special projects and quality improvement opportunities for the Healing with Hope program as appropriate.



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### Other

- Complete program and Agency training as per agency standards.
- Participate in the Agency on-call rotation.
- Provide support to internal and external committees. This may include being an active participant and/or lead on committee(s), preparing meeting agendas and distributing meeting minutes; and implementing action items.
- Collaborate with community partners to identify and respond to community needs.
- Represent program and Agency in a professional manner, embracing and fostering CMHA-S/M culture, values, respectful communication, and ethical decision making.
- Ensure that individuals' rights are respected and that all programs and activities meet legislative requirements, policies and procedures, funding body criteria, and professional and Branch standards.

### Qualifications

- Completion of a bachelor's degree in health, social services or related discipline. Consideration will be given to those who are working towards completion of a degree; OR
- Completion of a 2 year diploma plus 5+ years working within CMHA-S/M.
- Professional Designation/Certification is required. This may include:
  - Registration, in good standing, with a regulating professional body e.g. Ontario College of Social Workers and Social Service Workers (OCSWSSW); or
  - Certification, in good standing, with a professional certifying organization\*\* within health or social service fields e.g. Certified Psychosocial Rehabilitation Recovery Practitioner (CPRRP) from Psychosocial Rehabilitation (PSR Canada), or
  - Working towards registration or certification in one of the above within 6 months of hire.
- Minimum of 2 years' experience working in the mental health and substance use field is required.
- Demonstrated comfort and confidence providing direct support to individuals impacted by mental illness and substance use.
- Strong communication skills are required.
- 1 year supervisory experience is preferred.
- Fluency in English is required. Advanced conversational French is an asset.
- Proficiency in Microsoft Office Suite is required.
- Knowledge and application of quality improvement methodology is preferred.
- Certification in Non-Violent Crisis Intervention (NVCI), Mental Health First Aid, First Aid & CPR and Applied Suicide Intervention Skills Training (ASIST) are assets.

\*Organization must have a written code of ethics, core values and standards that are consistent with those of CMHA-S/M. Certification must require members to meet a core set of competencies, have a requirement for continuous learning to maintain certification and be approved by CMHA-S/M.



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### JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

<b>Teamwork and Collaboration</b>	Expresses positive expectations of others in terms of their abilities, expected contributions and responsibilities. Speaks of team members in positive terms. Is looked to by team members as a valuable source of information.
<b>Integrity</b>	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self-accountable for professional behavior. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
<b>Leadership</b>	Makes sure the team has the required tools to get the job done. Defines roles and responsibilities of team members and holds them accountable. Involves team members in soliciting ideas or suggestions.
<b>Planning, Organizing and Coordinating</b>	Develops operational plans and provides contingencies. Establishes measures to assess progress against the plan. Adjusts the plan appropriately and takes initiative to follow through rather than wait for problems to arise. Recognizes problems, takes corrective/preventive action and keeps people informed of plans, progress and decisions.
<b>Listening, Understanding and Responding</b>	Listens and responds to people's concerns by altering own behavior in a helpful manner. Is genuinely sensitive to underlying messages especially where thought, feelings or emotions are poorly expressed. Can see things from another person's perspective, anticipate reactions and respond accordingly to achieve resolution.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization