



Canadian Mental  
Health Association  
Kenora  
*Mental health for all*

## Why join CMHA Kenora?

We are a team committed to our vision of mental health support for all. We offer an inclusive, innovative, and high-performance work culture that helps us deliver transformational impact. The organization cares about the growth, safety and well-being of employees and offers:

- Healthcare of Ontario Pension Plan (HOOPP)
- Comprehensive Health Benefits
  - Employee & Family Assistance Program
- Paid Vacation Days
- Learning & professional development opportunities

**Deadline to apply:** June 25<sup>th</sup>, 2024

## Clinical Service Hub Team Lead

### Clinical Service Hub

**Employer:** CMHA Kenora Branch

**Job Title:** Clinical Service Hub Team Lead

**Work Location:** Kenora Emergency Shelter

**Employment Status:** Full-Time, Permanent

For more information, please visit [www.cmhak.on.ca](http://www.cmhak.on.ca)

### **Overview:**

Reporting to the Chief Executive Officer the Clinical Service Hub Team Lead is responsible for overseeing the clinical services that will operate within the Kenora Emergency Shelter. These clinical services will be both internal to the Canadian Mental Health Association, Kenora Branch as well as external partnerships that will be established through formalized Memorandum's of Understanding.

The Clinical Service Hub Team Lead will ensure to coordinate symptom management, life skills teaching, supportive counselling, family support, crisis support and coordination of these services to patrons utilizing the Kenora Emergency Shelter. In addition, the Clinical Service Hub Team Lead

will develop relationships with external providers, engage in system advocacy, as well as education and consultation to service hub staff. The position will therefore oversee the service planning process of patrons within the Kenora Emergency Shelter and assist in program planning and evaluation.

**Qualifications:**

- BSW, MSW or registration with the College of Nurses of Ontario Registration or eligible for registration with a regulatory College
- Experience working with individuals who are homeless and marginalized who also have mental health and addiction struggles and/or demonstrated ability to work with this population
- Personal qualities of empathy, understanding, and patience Good interpersonal communication and relationship building skills Ability to communicate professionally with community agencies Knowledge of community resources
- Cultural competence for diverse populations Understanding and applied knowledge of Recovery Model
- Understanding of trauma informed practice and implementation Good documentation skills
- Ability to learn and understand online scheduling Proficient computer skills
- Demonstrated understanding of personal space and ability to role model healthy boundaries Ability to manage conflict and crisis situations
- Leadership and supervisory experience Demonstrated time management skills
- Ability to work independently as well as in a team environment Creative problem solving
- First aid & CPR/AED, Mental health first aid, and NVCI or willing to obtain

**Duties:**

- Adherence to all policies and procedures of Canadian Mental Health Association, Kenora Branch
- Screening of patrons through the use of approved clinical assessment tools (VI-SPDAT, OCAN Assessment etc.)
- Ensure diversion of patrons to clinical services are being completed through the Kenora Emergency Shelter Operations Team Lead
- Individualized Recovery Planning and strategies to support the achievement of goals and objectives
- Assertive engagement with clients of the Kenora Emergency Shelter to connect them to services
- Make appropriate recommendations for supports and services
- Consult and collaborate with community partners to support recovery planning for clients
- Liaise with key community stakeholders and partners to assess community and client needs
- Encourage understanding and support for clients by developing and maintaining working

- 
- linkages with law enforcement, primary care, human service agencies, and with informal community resources
- Continuous assessment of risk
- Continuous assessment of risk related to the clients housing needs
- Advocacy or linking of clients with appropriate services, supports and resources in order to meet the goals and objectives of the recovery plan
- Conducting regular formal or informal evaluation of client satisfaction, achievement of goals, reassessment of service requirements and or needs in consultation with the client
- Direct provision of side by side support with clients where appropriate
- Provision of supportive counselling where appropriate
- Assist clients and provide modeling for problem solving and priority setting
- Referral to community agencies and services where appropriate
- Provide service navigation to clients
- Maintenance of client files consistent with policies and procedures of Canadian Mental Health Association, Kenora Branch
- Outcome monitoring and evaluation
- Professionally representing Canadian Mental Health Association, Kenora Branch
- Drafting all necessary correspondence and reports regarding clients and Team Lead reports
- Participation in administrative and office functions, including ongoing maintenance of office space
- Participation in educational and professional development opportunities
- Ensure safety and security of all patrons during shift, including interpersonal safety and security of the shelter
- General administration duties
- Prepare clinical staff schedules that pertain to the Kenora Emergency Shelter and maintain scheduling program (approving time off requests etc.)
- Communicate changes and new rules/regulations to staff; ensure all operation and program policies and procedures are being followed
- Coordinate and facilitate orientation of clinical staff of the Kenora Emergency Shelter
- Participate in recruitment of new staff
- Conduct staff supervision, performance review and team meetings
- Attend education/training opportunities as required
- Continue to build relationships within the community through one-on-one networking, group meetings, and public outreach as directed by Chief Executive Officer
- Participate on specific committees or working groups as assigned by Chief Executive Officer
- Provide a safe environment by ensuring adherences to Workplace Health and Safety Regulations and Policies, Infection Control Guidelines, WHIMIS and Safe Work Procedures; including but not limited to Fire, Disaster and Evacuation Plans
- Ensure client safety and client safety activities are emphasized throughout orientation of new staff members

- Support an environment which avoids, prevents and corrects all activities or actions which may
- result in an adverse outcome in the delivery of mental health services
- Responsible for self-care
- Other duties as directed
- 

**How to Apply:**

Please submit your cover letter and resume to: [careers@cmhak.on.ca](mailto:careers@cmhak.on.ca)

The Canadian Mental Health Association, Kenora Branch welcomes and encourages applications from people with disabilities.

Accommodations are available on request for candidates taking part in all aspects of the selection process.