



Job Title	Manager, Interprofessional Primary Care Team
Reports to	Associate Executive Director
Incumbent	
Date Issued	April 2024

At Support House, we open doors, minds, and possibilities. We build opportunities, we inspire change, and we transform health care. We believe everyone deserves support.

Support House is directed by our core values. They guide our agency's decisions and actions, unite our staff, define our brand, and inspire our culture. We connect by building meaningful relationships. We put people first by supporting them to direct their own path. We focus on holistic wellness. We foster engagement through designing housing, supports and the system together.

Support House offers supportive housing options, community outreach, peer support while building system capacity.

Diversity, Equity, and Inclusion

Support House is committed to leveraging diverse backgrounds, experiences, and perspectives of our employees to provide services to an equally diverse community and encourages applications from all qualified candidates.

Our Leadership Team

This position is part of our leadership team. Our leadership team focuses on supporting the Agency's oath, core values, and culture, as well as accountability, dedication to ensuring quality services, providing supportive supervision, and working through the lenses of trauma-informed, diversity, equity and inclusion, housing-first, harm reduction and safety principles.

The main purpose of this position

This leadership position leads an assertive interprofessional primary care team (IPCT) where communication and team building is paramount to support positive health outcomes for the people with whom we work. You will work with the team to respond quickly to community homelessness primary care needs, including crisis situations and providing seamless connection with other primary care/addiction health providers as needed.

This role will oversee operations, staffing, program development, data driven evaluation, strategic alignment and partnership development and sustainability. This role will help ensure progressive health care outreach and build care pathways to meet the unique needs of this vulnerable population.

The main purpose of the Interprofessional Care Team (IPCT)

The IPCT will be responsible for providing one-to-one community-based primary care and clinical support across the Halton region supporting people who are unhoused and who experience mental health and substance use concerns. The team will work primarily in the community meeting people where they are at, including shelters, supportive housing, and street level outreach. This team will include NPs, RNs, MSWs, Peer Support Workers and an OT. The Team will prioritize building trusting relationships to provide one to one primary care including but not limited to the following supports:

- Provides harm reduction supports (i.e. methadone/suboxone/sublocade - opioid replacement, safe use supplies, naloxone supplies, pre-contemplation engagement- and supports for informed choice).
- Provides comprehensive support to clients around medication, including medication management, assistance in organizing their medications, administering medication (including injections), monitoring as needed, discussing concerns.
- Coordinates with other primary care partners, specialists, psychiatry, addictions medicine clinics in finding creative options to meet people's needs.
- Navigates solutions to barriers for participation in social roles and meaningful activities.
- Connects to people around common wellness strategies (incl. while waiting for referral connections) with someone who has had a similar life experience.
- Supports discharges and intakes from/to hospital mental health units (including into our SH hospital support bed) including Form 2 processes.

Responsibilities

Internal Management Role

- This position works closely with the Senior Director of Community Health and is responsible for planning, developing, evaluating, and operating a new IPCT that aligns with the agency values, policies/procedures, budget requirements and the strategic directions and partnerships of the agency
- Supports the overall direction of clinical programming for the assigned portfolio in compliance with Accreditation Canada Standards, Regulatory College(s) and Legislative requirements.
- Aligns services with internal programs to better support client needs, through evidence based and equitable care.
- Responsible for supporting HR processes through recruitment, hiring, coaching, mentorship, clinical supervision, adherence to professional code of conduct, clear role definition, scheduling, and succession planning to continue to meet client needs/ service requirements.
- Promotes, role models and develops staff capacity in alignment with our agency values and core competencies (trauma-informed, harm reduction, housing first, diversity equity and inclusion, peer support/client driven, health and safety plans)
- Performs regular audits to ensure support services standards, budget guidelines, and staff supervision are aligned with policies and procedures and service outcomes. This includes presence in the community, shelters, encampments, and other locations where your staff are working with clients.
- Creates a strong risk assessment process and when necessary, supporting the team through crisis/incidents/critical incidents, including follow-up and prevention recommendations.

- Provides direct care to clients on behalf of or alongside the team when required.
- Participates in Manager On-Call schedule rotation, with compensation through vacation time for shifts.
- Follows and maintains safe and healthy work practices for community-based work and adheres to health and safety related policies, procedures, and requirements.

System Focused

- Plays an active leadership role system wide through establishing and maintaining relationships with partner agencies to support health care transformation to meet the primary care needs of the unhoused/unsheltered population.
- Aligns services with external agencies to better support client needs, including promoting and increasing internal/system capacity to implement a cohesive circle of care/unified care plan.
- Participates on committees and planning tables relevant to the portfolio

Professional Development

- Ensures all staff receive adequate opportunity to explore professional development opportunities that align with job roles and areas of interest, including engaging in Clinical Supervision.
- Pursues training and skills development that are meaningful and supportive of SH strategic plan and agency culture.
- Supports the offerings of relevant training and learning opportunities for SH staff.
- Ensures staff professional development with focus on contingency planning.
- Maintains currency on professional discipline codes of conduct and ethics for those you supervise and the college you are part of. (ex. Guiding Standards of Peer Support, OCSWSSW, CNO)
- Participates in regular supervision, annual reviews and debriefs with supervisor and your team
- Demonstrates a commitment to ongoing learning and developing in Diversity, Equity and Inclusion.
- Participates in relevant Communities of Practice

Personal Development

- Partner with supervising director to ensure the times are established throughout the year that time is booked to off to disconnect from work to focus on wellness and self-care goals.
- Regularly reflecting and participating upon relevant personal wellness strategies
- Be open and share any work-related needs to the appropriate staff, for the purpose of accommodation, support, and clarity.
- Participates in regularly scheduled breaks and other wellness activities to maintain your work and practice.
- Maintains personal wellness - having our own supports and maintaining our wellness.

Knowledge and skills necessary to be successful in this role.

- Regulated Health Care Professional (Master of Social Work (MSW) or Registered Nurse (RN) preferred)
- 5+ years leadership/management experience and training, preferably within non-profit and/or healthcare sector
- 10+ years of direct clinical experience in mental health and/or addiction medicine
- Strong ability to build genuine connections with people through curiosity and interest in getting to know who they are.
- Experience in program development, quality improvement and strategic planning.
- Develops individual and team-based approaches and capacity within a multidisciplinary and complex support environment.
- Implements agency policy and procedures with reporting staff to ensure and maintain transparency, accountability, and compliance.
- Proven ability to create meaningful partnerships, strong interpersonal skills.
- Strong understanding of the Housing First philosophy and extensive knowledge of the unhoused population
- Experience in harm reduction best practices and overdose prevention.
- Trauma-Informed training and experience
- Confidence and experience in crisis intervention, mediation and de-escalation including non-violent crisis/suicide intervention skills.
- Risk assessment skills and relevant experience is an asset.
- Demonstrated complex problem solving in crisis-based work.
- Ability to mediate and negotiate situations.
- Working knowledge of the justice system
- Experience with the LOCUS assessment is an asset.
- Must possess a broad knowledge of community resources and the ability to strongly advocate for clients and make professional referrals.
- Understanding of intersectionality principles and practice, and how it may impact an individual's experience with systemic oppression and support systems.
- Excellent verbal communication and comfort with one-on-one dialogue
- Excellent written and documentation skills.
- Working knowledge of PHIPA is an asset.
- Able to work independently and co-operatively in a busy multidisciplinary environment.
- Self-motivated, comfortable working with minimal oversight
- Proven ability to work on an Electronic Healthcare Record
- Proven computer proficiency to facilitate the use of automated assessment tools and Microsoft products.
- A valid driver's license and access to a vehicle.
- Current First Aid & CPR certification, Naloxone and ASIST training is an asset.

Working conditions

- The position works a standard week but a flexible work schedule and weekends may be required.
- The position requires a mix of office environment and community outreach.

- Support House prioritizes flexibility, and work-life balance.
- This is a permanent full-time position.
- This position starts at \$90,000.

Please email your completed application—which could include a cover letter, resume, and any other materials that you believe are relevant—to Human Resources, Support House, at HR@supporthouse.ca.