



Job Title: Team Lead
Program: Housing and Case Management Services
Reports to: Performance Manager, Programs & Clinical Services

Responsibilities

- Organizes the day-to-day activities within Housing & Case Management Services, managing a high performance multi-service team of staff, preparing work plans that align with the organization's goals and objectives
- Direct staff in providing support and guidance to facilitate: medication management, psychiatric rehabilitation, activities of daily living, goal planning, clinical assessments, community resources etc.
- Ensures that the day-to-day services are planned, delivered and evaluated in accordance with professional standards, good operating principles, best practices and legislative requirements
- Directs and coordinates the client admission, treatment and discharge process
- Participate in cross-functional teams, developing, recommending and implementing short and long term plans for the organization
- Collaborates with additional Team Lead to ensure consistency with policy, process and procedures within Housing & Case Management Services
- Continually evaluates the status of clients and appropriately plans and coordinates treatment activities to ensure attention is given to their changing needs
- Responsible for a documented staff management process including recruitment, establishing goals, strengthening competencies and supervision/evaluation of performance
- Creates and maintains a positive work environment where all employees can maximize their job satisfaction and productivity
- Ensures all accreditation and accountability requirements are met
- Responsible for maintaining positive relationships with community partners and promoting/facilitating community service integration as required
- Facilitates team meetings focusing on business and operational issues
- Prepares, maintains and monitors monthly and annual statistics as required by the Ministry of Health & Long Term Care
- Oversees and audits for accuracy the maintenance of Housing & Case Management clients' documented information as per CMHA Durham policy and procedures
- Oversees staff coverage to meet client care needs
- Ensures continuous improvement to enhance organizational strength
- Oversees and manages departmental budgets and expenses to ensure appropriate funding allocation
- Performs other tasks as assigned by management

Requirements

- Post-secondary education, minimum of 5 years clinical experience in mental health and a minimum of 5 years related management experience
- Sound knowledge of the Ontario Mental Health Act and the Landlord Tenant Board Act
- Confidence when communicating with community service providers and professionals (i.e. probation officers, lawyers, landlords, police)
- Good knowledge of psychiatric assessments in mental health especially in relation to current and future clinical programs and services
- Extensive knowledge of client information management in mental health services
- Proven ability to provide staff supervision and team leadership

- Experience with methods of program evaluation
- Ability to work with individuals with diverse backgrounds
- Proficient in crisis management intervention and recognition of unsafe environments
- Expert level administrative and organizational skills
- Excellent communication skills (written and verbal) to ensure staff understand and contribute to the strategic vision of the organization
- Proficiency in MS Office, documentation software and the internet

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for resumes is **July 27, 2020**

CMHA Durham endorses the principles of workforce diversity. All qualified candidates are encouraged to apply; however only those selected for an interview will be contacted. Accommodations are available upon request.