



Director of Addictions and Mental Health – Job Description

Classification Title: Nurse Practitioner & Director of Addictions and Mental Health

Department: Mental Health and Addiction Services

Hours: 40 hours per week

Reports to: Executive Director

Salary: \$90,000-\$125,000

Company Overview:

Street Haven is a dynamic women's multi-service agency that provides shelter, supportive housing, training supports, and addictions therapy to vulnerable women in Toronto. It has the historical distinction of having established Canada's first women's shelter in 1968. For nearly 60 years we have been making an impact in the lives of thousands of women. Over the course of our time, we have seen an increasing complexity of mental health and addictions needs among our clients. We are seeking a qualified and passionate candidate who can be part of our high performing team and provide dynamic leadership in creating and strengthening our mental health and addictions treatment programming. This newly created position will be essential in supporting the ongoing strategic and operational work of the organization. Be a part of this learning and ever-evolving organization and make a difference in the lives of women who need it most.

Position Overview:

The Nurse Practitioner and Director of Addictions and Mental Health will lead and oversee the ongoing development, coordination, implementation and evaluation of mental health and addictions treatment across all of our program streams in Street Haven (addictions, housing, shelter and outreach services). The NP/Director will be responsible for the direct supervision of the manager and team lead and a small team in addiction services and mental health, and oversee the ongoing day-to-day operations to ensure comprehensive mental health, crisis and trauma support and management for high risk and vulnerable Street Haven clients living in the various communities we serve in Toronto. This position will also provide leadership in nurturing and strengthening our relationships with external health and social care partners to advance integrated care that will continue to improve client outcomes.

The NP/Director will serve as the primary liaison between the agency and other agencies in the mental health continuum (e.g., external health and social care partners within the Regent Park community, etc.). The Director works collaboratively across all Street Haven programs to promote and increase services for people with mental illnesses and addiction and is the agency's lead in all engagements where mental health and addiction is an issue. This critical position will be an essential member of the management team and the organizational culture.

Primary Management Responsibilities

- Engage in human resources management including recruitment, retention and talent management including observing and reviewing staff performance through organizational annual and in-year



performance improvement and development plans and engage in performance management as required, and terminations

- Identify training needs, approve professional development for the team, and participate in training opportunities to remain informed and current on best practices and trends.
- Direct and supervise the Mental Health and Addictions Teams to ensure effective implementation of agency's mission, goals, objectives and target outcomes, support the team in achieving individual client goals, clearly communicate performance expectations and responsibilities Provide ongoing coaching and training to create an atmosphere of innovative thinking and open communication.
- Participate in Mandatory Management Team meetings and processes with ongoing communication, keeping team members and the Executive Director informed to ensure smooth organizational operations, client coordination, ongoing program development, community partnerships, integration opportunities etc.
- Develops and implements programmatic and administrative policies and procedures to attain program goals and objectives.
- Oversees quality assurance in the program's service delivery including clinical care and documentation.
- Develops and reports on program performance and quality improvement metrics on a monthly basis to support executive decisions and funding requirements
- Oversees the program's productivity to meet established standards and to ensure continuity of care in the provision of comprehensive services.
- Attend monthly agency meetings; meet with project team regularly to discuss changes in programs and other relevant issues as needed to ensure alignment with agency and department goals and objectives.
- Actively seeks out strategic partnerships and coordinates communication with other service components of the agency and outside agencies involved with agency clients. Serves on agency committees, working groups, and other bodies as assigned.
- Work with project partners to achieve agency/client objectives and maintain a seamless integrated service system providing a continuum of services and programs to address a broad range of client needs across the lifespan and to ensure best use of resources.
- Promote and foster relationship building in support of agency integration and coordination of all services affecting client service based on the principles of working within a client focused system, circle of care providers.
- Work with Finance Team to analyze and present funder reports in an accurate and timely manner; collate utilization reporting materials and manage project/program and research and administrative activities.
- Administer and review all service plans and budgets; monitor and do projections for program budgets, recommend adjustments as necessary and keep senior leadership team and the Board of Directors abreast of the organization's activity status.



- Manage and review client service data at a minimum on a quarterly basis or as required to meet funding/budgetary/contract reporting requirements.
- Monthly reports to the Executive Director. Create and submit required annual reports for contract compliance and agency needs.
- Adheres to the agency's policies and procedures and complies with the provincial Mental Health Act.

Clinical Responsibilities

- Evolve and enhance mental health and addictions care across the organization, including supporting direct clinical assessment, identifying emergent clinical care, and engaging in consultations, primary care, treatment interventions, preventive methods individually and in group settings and required documentation.
- Assess patients by diagnosing diseases, disorders, or conditions for psychiatric needs and primary health care needs.
- Ensure the recording of patient information and treatments for patient charts and medical records and support staff, patient, and family decision-making by providing educational resources.
- Supervise and undertake treatments and therapeutic interventions and prescribe appropriate pharmacological and non-pharmacological medication.
- Work with community healthcare and social care partners to ensure seamless care and support a strong circle of care for all clients including patient information sharing.
- Provide professional guidance to the team in making appropriate client referrals, care planning, and follow-ups for clients with high-risk or complex health problems in compliance with accepted clinical pathways and legislative requirements.
- Monitor and supervise the team to perform their responsibilities with a commitment to harm reduction, trauma-informed, women-centred and anti-oppressive practices.
- Establish and maintain a caring and therapeutic relationship with clients, ensuring trust, respect and honesty.
- Manage, and review patient health information, record the success of health care interventions, and prepare reports as required to meet funding/budgetary/contract reporting requirements.
- Ensure the standards of care maintained by Ontario's College of Nurses are adhered to and followed.

Qualifications required for this position:

Education and Experience

- Bachelor's Degree with Advanced Preparation in psychiatric nursing.
- At least 5 years of community mental health /addictions experience
- 5 years of continuous progressive management experience/senior leadership role.
- Current Nurse Practitioner certification, in psychiatry or related specialty
- Member in good standing with the College of Nurses of Ontario with advanced certification (RN Extended Class).



- Appropriate professional registration/certification by province/national authority required.
- Basic Cardiac Life Support certificate required.

Required Knowledge/Skills/Abilities

- Clinical expertise in crisis intervention, skill in working with the mentally ill population, and with individuals undergoing acute episodes of psychiatric distress; skill in diagnosis and assessment.
- Knowledge of mental illness and addiction, dual diagnosis, evidenced based treatment options, and homelessness.
- Must have a sound theoretical understanding of models specific to the Addictions and Mental Health sector, preferably experienced in providing Motivational Interviewing, Cognitive behavioural Therapy, Dialectical behaviour therapy, Solution focused, Interpersonal group therapy, trauma informed practices and concurrent disorders.
- Ability to work as part of a comprehensive community mental health team and to represent the agency in the community.
- Skills in supervising, evaluating, and disciplining staff of professionals and paraprofessionals.
- Familiarity with community support systems, health care and human service resources, court and police activities, etc.
- Excellent knowledge of community resources and roles of healthcare professionals.
- Good organizational skills and administrative abilities.
- Excellent communication, decision-making, prioritization skills and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- Knowledge of and the ability to adhere to a professional code of ethics.
- Knowledge of and the ability to comply with the province's mental health code.
- Demonstrate a commitment to adhering to agency policies and ensuring personal, staff and client safety.
- Flexibility in days and hours available for scheduled work including weekends and being on call.
- Proficient knowledge in Microsoft Suite including Microsoft Office, PowerPoint, Excel, Microsoft Word, and Microsoft Teams.

Application Instructions:

Submit your application which will include a cover letter and your cv detailing why you are qualified and interested in the role to Analyst@streethaven.com no later than April 17, 2023 11:59PM. Please put on email subject header: "Nurse Practitioner". No telephone inquiries. Given the nature of the services and type of care required for this role, Street Haven can only consider female-identified Nurse Practitioner candidates. We thank you in advance for your interest, and only those who meet our qualifications will be contacted for an interview.