

Job Description

Job Title: Clinical Manager – Enhanced Shelter Support Program (ESSP)
Salary: \$60.00/hour, variable shifts (up to 44 hours/week)
Hours: Full Time – COVID19 RECOVERY HOTELS & ENHANCED SHELTER SUPPORT

Background

Inner City Health Associates (ICHA) is a group of more than 100 physicians working in over 50 shelters and drop-ins across Toronto. Since the onset of the COVID-19 pandemic in Toronto, nurses and nurse practitioners have joined ICHA in efforts to mitigate the spread of COVID-19 in Toronto shelter settings. ICHA provides transitional primary care and specialist (i.e. psychiatry, substance use, and palliative care) to those who do not otherwise have access to care. We serve people who are unsheltered and temporarily living in shelters as well as those who are precariously housed. ICHA is very pleased to be expanding its interprofessional team to include nursing and other community-based care providers and peer support workers to offer enhanced client supports. Many of ICHA's clients have complex health needs including untreated chronic and complex multi-system diseases, an elevated risk of acute health emergencies, and serious and persistent mental illness and substance use.

Role Description

The ESSP Clinical Manager reports to the ICHA Clinical Director and works collaboratively with the Enhanced Shelter Support (ESSP) Operations team to support teams of nurses, nurse practitioners and physicians providing clinical care to individuals living in physical distancing hotels. The ICHA approach to care is holistic, client-centered interdisciplinary model led by nurse practitioners in partnership with ICHA physicians, psychiatrists and addiction specialists with an emphasis on harm reduction, psychosocial supports and crisis de-escalation and management.

The ESSP Operations team includes the ESSP Clinical Manager, ICHA Clinical Director, ESSP Medical Director, ICHA Clinical Coordinator and ICHA Operations Director. This team works together closely to establish partnerships for ESSP sites and address systems and practice challenges that may arise. The ESSP Clinical Manager is the central support to the nurses and nurse practitioners for day-to-day practice and system navigation issues, and works in close partnership with shelter hotel management to troubleshoot and resolve challenges.

The ESSP Clinical Manager participates in the recruitment, onboarding, scheduling, training, and performance assessment of nurses, including collaborating with the ICHA Clinical Director in the immediate identification and remediation of performance issues when necessary. The ESSP

Clinical Manager collaborates all relevant stakeholders to optimize service delivery and ensure clients and staff are supported. This role involves on-site supervision in a number of different settings across the GTA, with the possibility of work after hours and on weekends, and with some provision of 24/7 availability of managerial phone support.

Roles and Responsibilities:

- Participates in the recruitment, onboarding, scheduling, training, performance assessment of nurses to join the ICHA clinical team
- Develops and maintains working relationships with shelter hotel agency
- Collaborates with ICHA Clinical Coordinator to ensure ESSP clinics have access to required medical equipment, supplies and PPE and to operate and establish/set up new ESSP hotel clinics
- Supports ongoing competency development of nurses to support capacity-building and continuous quality improvement, whenever possible
- Collaborates with ICHA Clinical Director in the identification and remediation of performance issues when necessary and in a timely manner
- Is responsible for overall quality of care by offering technical and operational support to nurses; acts as an expert resource for issues related to nursing and clinical care
- Supports and mentors nurses to perform individual client intake assessments (physical, emotional and psychological in collaboration with ICHA NPs and MDs including client history, recording of baseline vitals, and risk assessment; provide nursing care and treatment through pharmacological, and/or counseling interventions to individuals presenting with complex health needs, including (often previously untreated) wounds, skin disorders, infectious diseases and mental health and substance use issues.
- Provides expert guidance to nurses in assessing, intervening and monitoring clients presenting with urgent clinical issues, including identification of patients in need of transfer to hospital in collaboration with ICHA NP and MD
- Participates in and supports the development and execution of clinical and operations protocols, policies, procedures, medical directives, and strategic priorities in collaboration with the ICHA NPs, MDs, ICHA Clinical Director and ESSP Medical Director
- Works with the ICHA Clinical Director and ESSP Medical Director to ensure appropriate deployment of health human resources including physician services within ESSP with necessary supports
- Is responsible for the practical implementation of relevant medical directives and supports nurses to ensure their practice is congruent with College of Nurses of Ontario Standards of Practice

- In collaboration with all relevant stakeholders, supports nurses to provide ongoing mental health assessment and harm reduction supports within a holistic interprofessional model of care delivery
- Provides expert guidance and training on documentation as per College of Nurses of Ontario Standards of Practice
- Leads the development of nursing role descriptions, care planning documents, protocols, policies and procedures to support effective care delivery processes and on-site operations
- Supports care delivery to ensure gaps in service delivery are promptly addressed where necessary
- Ensures incident reports are completed in a timely manner and plans appropriate follow-up whenever necessary and appropriate
- Role models effective collaboration with clients, NPs, MDs and other interprofessional team members to support the development of appropriate, client-centered, individualized care plans
- Supports nurses to engage in risk factor and health problem identification, goal setting and determination of interventions for disease treatment, prevention and health promotion.
- Actively participates in clinical huddles, hotel shelter site check-ins and operational readiness planning meetings
- In collaboration with Enhanced Shelter Support (ESSP) Operations team and Occupational Health Nurse organizes the work, identifies workplace hazards, addresses the health and safety concerns of staff nurses and ensures that the work is performed in a manner consistent with the Occupational Health and Safety Act and its regulations
- Up to 44 hours per week, including the possibility of flexible scheduling when needed

QUALIFICATIONS, SKILLS and EXPERIENCE:

- A Bachelor of Science in Nursing or equivalent, minimum 5 years of prior nursing experience including management experience. Master's degree considered an asset.
- Current Registration and member in good standing with the College of Nurses of Ontario as a Registered Nurse with no restrictions
- Current RNAO membership and evidence of liability insurance
- Experience in program development for innovative programs designed to meet emergent healthcare needs (i.e. pandemic planning, disaster response, field deployments and the like)
- Knowledge and a demonstrated ability to provide nursing care in community health, primary care and public health settings or equivalent relevant expertise
- Experience working with clients who use substances and who have serious and persistent mental illness and/or other vulnerabilities

- Willingness to work from a harm-reduction and anti-oppression, trauma-informed framework
- Experience in harm reduction, supervised consumption/overdose prevention services is considered an asset
- Experience working with individuals and families experiencing homelessness and/or those who face structural vulnerabilities, systemic oppression and marginalization preferred
- Knowledge of and commitment to client-centered philosophy of care delivery
- Current CPR certification, sound knowledge of BCLS procedures and protocols
- Open minded, non-judgmental with a commitment to upholding the rights and dignity of all people and respecting their diversity, including clients and interdisciplinary team colleagues
- Knowledge and proficiency in current, evidenced-based methods and practices in health care delivery, with an emphasis on mental health, health promotion and risk management/reduction
- Excellent verbal and written communication skills, including teaching experience and pedagogical competencies
- Has the knowledge, experience and training to organize the work set out above in a manner consistent with Occupational Health and Safety Act and its regulations
- Knowledge and experience in the application of electronic medical records (EMR).
- A sound understanding of and commitment to the Social Determinants of Health, and the ability to effectively participate in the efforts of an interdisciplinary team to contribute to comprehensive health care
- Ability to travel to multiple settings and locations throughout the GTA to support and supervise care delivery
- Access to a vehicle is an asset. Ability to travel to multiple ESSP sites around the GTA is required.

To apply, please send you cover letter and resume to Cynthia Nguyen at cynthia.nguyen@icha-toronto.ca by maximum 5pm on January 15th, 2021.