



Position Title: Director of Licensed Care Operations  
Department: Licensed Care  
Reports to: Executive Director

#### Island Community Mental Health:

Operating since 1956, Island Community Mental Health (ICMH) is a leading non-profit organization committed to delivering best practices in evidence based programming and service provision within the mental Health and substance use sector.

ICMH provides person centered, recovery oriented, and psycho-social rehabilitation (PSR) informed-care across a spectrum of services including housing and housing supports, group and one-on-one programming, and in Licensed Care settings.

We promote personal wellness and community integration by providing meaningful and effective services to our clients, residents and community members living with the experience of mental health challenges.

More information is available at: [www.icmha.ca](http://www.icmha.ca)

#### Purpose:

Reporting to the Executive Director, the Director of Licensed Care Operations (DLCO) provides leadership and strategic expertise towards the design, implementation, and ongoing enhancement of quality improvement and risk management strategies within licensed care sites. The DLCO is responsible for overseeing licensed care staff and pervading leadership in all aspects of the planning, implementation, delivery and evaluation of a full range of licensed care programs and services, including: performance management, coordination of inter-disciplinary team, administrative oversight of all sites, managing resident flow through and manages external stakeholder communication i.e. Licensing . In addition, the DLCO provides the organization guidance on all matters relating to licensed care regulations and best practices to assist the organization in meeting its strategic objectives and ensuring compliance with all applicable legislation.

#### Accountabilities:

1. As a member of the ICMH leadership team:
  - a. Fosters family and client centered care in a collaborative and positive work environment.

- b. Contributes to the strategic leadership, planning, evaluation and management of ICMH.
  - c. Collaborates with other leadership team members on the development and implementation of projects, services and initiatives.
  - d. Participates in program, policy & procedure development, committees, quality improvement initiatives, including Accreditation Standards.
  - e. Participates in Manager on-call rotation.
2. Leads and manages all aspects of Licensed Care:
- a. Staff in a unionized environment including full-cycle recruitment, selection and onboarding of qualified staff in collaboration with human resources, coordinators, and clinical staff.
  - b. The development, implementation, monitoring and evolution of Licensed Care related policies, procedures, standards, collective agreements, and guidelines.
  - c. Planning, assigning and coordination of team resources to maintain a high standard of service.
  - d. Staff development, education and training, within budget guidelines
  - e. Operations and provides guidance to support operational objectives are aligned with the strategic objectives and operational priorities of ICMH, and comply with operational policies, procedures and funding agreements.
  - f. Staff performance while ensuring quality care in collaboration with ICMH Human Resources.
  - g. Compliance of quality standards, procedures and risk management and align with legislation, regulations, contract obligations, accreditation standards, collective agreements and best practices.
  - h. Effective interventions and therapies are in place for residents in an ongoing relationship between the client, the residential team, and families.
  - i. Adequate staffing levels and scheduling management including documentation for payroll according to set dates and ensure accurate
  - j. Comprehensive records including documenting data, assessments, treatment and progress in the resident's medical records according to ICMH, Island Health and applicable policy and procedures.
  - k. Financial management in collaboration with the Finance department, and ensure accuracy of payroll, and licensed care objectives are operating within budget.
3. Conducts and/or contributes to stakeholder consultations and relationship management activities:

- a. Develops mutually respectful relationships with representatives from all levels of government and other community agencies and collaborates on areas of mutual interest.
  - b. Leads and manages or contributes to formal and informal stakeholder/funder consultations to gather input of seek feedback on ICMH existing or planned programs or services.
  - c. Initiates and maintains relationships with key contacts to collaborate on initiatives, seek/obtain funding, exchange information and advance ICMH objectives.
  - d. Represents ICMH in meetings and at events to showcase Licensed Care and quality-related programs and services and contribute/gather expertise related to best practices in community mental health management.
4. Leads and manages projects and initiatives:
- a. To develop options, create recommendations and/or implement new/improved programs and/or advance ICMH Licensed Care objectives, using methodologies.
  - b. Monitors and evaluates the achievement of service objectives for licensed care.
  - c. Uses a variety of qualitative and quantitative methods to perform analyses (e.g. including cost/benefit analysis).
5. Manages program documentation and reporting:
- a. Interprets, explains and ensures that applicable requirements and provisions of the licensing act and regulations are enforced to promote the health, safety and well-being of residents. This includes ensuring compliance with licensing requirements, including complaints of contraventions to the Act and regulations are reported within timeline requirements.
  - b. Participates with investigations related to reportable incidents and contraventions to the licensing Act and regulations, in addition to ICMH policy and procedure violations.
  - c. Provides monthly KPI's i.e. status on residents, medication review, incident reporting, medication errors, and budget review.
6. Performs other related duties
- a. Participates in Manager on-call rotation.

Education, Training, and Experience:

- A level of education, training and experience equivalent to a Bachelor's Degree in a related human/social service field, is required
  - Five (5) years' recent, related experience, including three (3) years of supervisory experience in the mental health and substance use sector
- \*\*An equivalent combination of education and experience may be considered.*

Knowledge, Skills and Abilities:

- The ability to manage and balance management/administrative demands and team dynamics in a fast paced, high-pressure, unionized environment
- Ability to work independently and collaborate effectively with team members
- Superior written and oral communication skills, and attention to detail
- The ability to develop and nurture an environment that supports continuous quality improvement
- Effective critical thinking and conflict resolution skills
- Strong organizational skills
- The ability to achieve deadlines within timelines while balancing multiple priorities
- The ability to develop effective working relationship with a wide network of stakeholder and collaborate on initiatives of mutual benefit

Vaccination Notification: As of October 12, 2021, only applicants that are fully vaccinated (7 days past their second dose of vaccine) are able to work in the facility. If you are offered employment it will be contingent on you providing proof of vaccination prior to commencement of the offered effective date. Evidence of continued compliance with the Province's immunization and tuberculosis control programs.

Additional Required Qualifications

- Must successfully complete a Criminal Record Check through the Ministry of Public Safety and Solicitor General
- Proof of COVID-19 vaccination
- Negative TB test
- Proof of compliance with the Province's stand immunizations
- Must have a vehicle and valid drivers' license
- Limited travel may be required