



women's
health clinic

POSITION DESCRIPTION

Health and Social Services Coordinator, Provincial
Eating Disorder Prevention and Recovery Program
(PEDPRP)

OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

Job Stream: C

Union Classification: Health Promotion Coordinator (MAHCP)

Position: Health and Social Services Coordinator - Provincial Eating Disorder Prevention and Recovery Program (PEDPRP)

Position Reports to: Program Manager, Allied Health

POSITION SUMMARY:

The Health and Social Services Coordinator is responsible for leadership of the PEDPRP which includes the coordination, resourcing and implementation of programs and activities in accordance with the Women's Health Clinic vision, mission and values. This position involves working collaboratively with the Management team, developing and overseeing program development plans that address community needs, engagement and communication with stakeholders, and program evaluation. The position will also respond to client, community and agency needs and may require evening and weekend work.

Temporary Program Development Responsibilities

Within the first year as Health and Social Services Coordinator, the role will be focused on supporting the development and expansion of PEDPRP services to children and youth. Program development includes supporting consultations with various stakeholders, leading working groups around expansion of eating disorder services to children and youth, development of assessment strategies and referral pathways for this population,

as well as coordination of resources needed to launch the program. Following the development and implementation of this program, the Health and Social Services Coordinator will expand to further supporting the PEDPRP as a whole.

Job Specific Day To Day Activities

1. Maintain a strong knowledge base of eating disorder treatment and resources to ensure analysis, assessment and evaluation of community, funder, and stakeholder needs are being met through the program.
2. Program development, implementation and evaluation in accordance with the strategic plan and funder requirements.
3. Maintain a strong clinical knowledge base to provide relevant support to clients and accurately assess client needs.
4. Assume responsibility for clinical area and provide relevant and timely comprehensive client service in program area.
5. Responsible for developing and implementing relevant and comprehensive education and support for stakeholders related to eating disorder prevention and intervention.
6. Provide leadership by identifying and responding to emerging needs and coordinating the development and delivery of related activities.
7. Participate in the recruitment and selection process for staff as well as providing input and feedback to Program Manager on performance.
8. Support the development and implementation of an evaluation framework for the program.
9. Respond to program-related inquiries as requested in consultation with staff, individuals, professionals, community, and media as needed.
10. Connect clients with appropriate resources while assisting with intake and assessment process.
11. Ensure accurate standardized records are created and maintained; providing Statistical information and reporting to management. This may include monthly and quarterly reporting.
12. Maintain strong external and community connections by participating in relevant community networks, committees and in speaking engagements where program area expertise is an asset.
13. Conduct research and literature reviews on various topics as needed.
14. Workshop/training development and facilitation.
15. Coordination of working groups on behalf of the PEDPRP.
16. Participate in selected external and internal research activities.
17. Attend and coordinate meetings relevant to the program, which may include working groups, advisory committees, and organizational meetings.

Position Specific / Initiatives

1. Knowledge and expertise in the area of therapeutic counselling on issues within the area of eating disorder intervention, with emphasis on impact on children, youth, and adults.
2. Develop and deliver programs in the area of Eating Disorder prevention and early intervention for children, youth, and adults.
3. Provide professional and family consultations related to program area.

Competencies

Client Service (delivers client-centered service)

- Identifies and understands diverse client needs

- Provides attentive and supportive service to address client needs
- Understands and facilitates access to the appropriate resources to better serve client needs
- Follows-up to evaluate client service, needs and requirements and adjusts programming as required
- Provides guidance and feedback on client service policies and protocols

Teamwork (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Provides expertise, information, or other support to others
- Understands diverse and cultural needs of others and adapts own behavior to meet those needs
- Identifies beneficial partnerships and builds new relationships effectively
- Builds and maintains collaborative and respectful working relationships with others
- Works effectively in conflict situations to achieve a mutually beneficial result
- Builds opportunities for a positive work environment

Communication (the effective exchange of information and ideas to inform, educate, influence or advocate)

- Demonstrates active listening to others to ensure understanding
- Articulates complex information clearly and concisely in spoken and written formats to inform or educate others
- Adjusts tone and messages depending on audience needs
- Influences and/or advocates for a person or cause in an effective manner
- Communicates honestly, respectfully and constructively in situations that may be tense
- Follows up to ensure others understand information
- Ensures confidential information is maintained
- Identifies risks to management

Planning and Organizing (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Organizes, prioritizes, plans and coordinates projects, programs, and tasks to complete work efficiently
- Coordinates information/work from others
- Maintains organized records and documentation
- Proactively monitors progress on work requirements and deadlines and identifies and notifies impacted parties

Analysis, Problem Solving and Evaluation (effective analysis and assessment and application of information to facilitate appropriate solutions and effective decisions)

- Identifies and critically analyses options to address needs and determine appropriate actions
- Anticipates potential issues or problems and identifies preventative or corrective actions
- Identifies and raises concerns and issues in a timely manner
- Makes effective decisions based on assessment and evaluation
- Effectively assesses short term and long term impacts of decisions
- Builds support from stakeholders impacted by actions or decisions
- Evaluates actions, solutions and decisions once implemented and makes future adjustments as required

Leadership (Demonstrates skills and expertise to perform effectively and with integrity contribute to business results)

- Utilizes professional expertise to complete work and assists team as needed

- Ensures accuracy and high standards for work results
- Shows accountability in work and follows through on all commitments and goals
- Demonstrates and shares their expertise with others
- Identifies opportunities to continuously improve program development and client service
- Adapts well to change and encourages others to embrace new ideas
- Is open to feedback and takes initiative to improve skills
- Identifies emerging needs, trends, and practices in areas of expertise and adjusts practice or brings forward to their team as required

Technical/Position Specific Competencies

(the application of competencies specific to professional certification/association standards and guidelines)

N/A

Risk Management:

- Accurately completes all: chart reviews; and recording of client information according to established clinical guidelines and standardized processes; as well as participating in random chart audits to ensure overall quality control.
- Adheres to WHC Occurrence Reporting Policy and Procedures.

Education/Experience:

- Bachelor's degree in a relevant discipline and an equivalent combination of education and work experience
- 3-5 years experience in program development and/or an equivalent combination of education and experience.
- 3 years experience providing counselling related to disordered eating and body image an asset.
- Experience in group facilitation, public speaking and health education.
- Demonstrated computer proficiency.
- Demonstrated understanding of weight bias and body positive perspectives.
- Understanding of child and youth mental health system, with emphasis on supports for disordered eating an asset.

