

Team Lead – Ref. No. 20063
Rapid Access Addiction Medicine
Permanent | Full-Time

The Alex: Changing Health. Changing Lives. The Alex Community Health Centre is a not-for-profit organization that is changing how we look at health care in Calgary. Our health, housing and food programs support our most vulnerable neighbours, tackling tough health and social issues head-on. Using a multi-disciplinary team approach, we focus care on assessment, intervention, and promotion of all aspects of health. We embrace a model of health care that is accessible, responsive, and participatory. In addition to the Community Health Centre, we run a Seniors Health Centre, a Youth Centre, two Mobile Community Health Buses, one Dental Health Bus, four Housing First Programs, and a Community Food Centre.

What we do and why we do it:

Our Rapid Access Addiction Medicine (RAAM) clinic operates out of our Community Health Centre. This clinic model intends to fill a void in the addiction treatment system by providing immediate access to evidence-based addiction care. Services are low-barrier, accessible and patient centred. The strength of this model is the walk-in nature that meets patient needs the same day. This ‘window of opportunity’ is often missed in the addiction treatment system with long waits for appointments and difficult intake procedures. RAAM services include assessment, treatment planning, case management, psycho-social interventions, and pharmacotherapy.

Reporting to the Associate Director of Mental Health and Addictions, the Team Lead is tasked with leading the RAAM Team as an involved and responsible front-line clinician, as well as a leader providing guidance, direction and vision to the team. The Team Lead will work alongside the co-located Community Health Clinic and affiliated Alex social service portfolios to establish a core program for the rapid stabilization, treatment, and wellness of individuals experiencing a substance use disorder (with or without concurrent other psychiatric illness).

What you will do:

Direct Client Care

- Provide direct patient care, including initial and ongoing assessment, clinical exam, care plan creation, and ongoing case management and follow-up for clients served in the Alex’s RAAM Clinic
- Collaborate with clinical leadership for Youth, Community and Senior’s clinics to provide direct client support in addictions and mental health.

External Relations

- Consult with peer programs (e.g. ODP, AHS mental health, CUPS OAT program, applicable PCN programming, and peer social service sector colleagues for continued program development.
- Seek and implement best practice elements of model of care (e.g. RAAM clinics in Ontario).

Program Evaluation

- Confirm high quality data reporting in CiviCRM evaluation system and Wolf EMR system.
- Ensure accountability metrics from Alberta Health Services (AHS), Health Canada/SUAP, and other eventual funding streams are met.
- Support evaluation reporting as applicable and needed.

What you bring:

- Registered or eligible for registration with a professional body (ACSW, ACTA etc.)
- Minimum of 3 years of experience in leadership
- Strongly invested in growing a high performing team and building a strong team culture
- Superior knowledge and experience in providing addiction care/addiction medicine
- Outstanding motivational interviewing, CBT and DBT skills
- A passion for advocating for and working with vulnerable populations
- Excellent written and verbal communication skills
- Ability to work and adapt in challenging, potentially stressful clinic environment
- Adaptability to different environments, including variable workflow and client care environments
- Excellent conflict resolution and crucial conversation skills
- Availability and preparedness to work a flexible schedule to meet the needs of the program
- A thorough understanding of the agency's organization, philosophy and goals
- Standard First Aid Level C – CPR & AED
- Class 5 non-GDL driver's license, a personal vehicle, a clean driver' abstract, and \$2 million liability insurance required
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commission (TRC) 94 Calls to Action considered an asset

Why You Want to Work with Us:

The Alex is an innovative and diverse organization which seeks to invest in its employees and see them succeed in their chosen careers. If you are seeking a deeply rewarding, yet challenging career helping Calgary's vulnerable populations, this might be the place for you!

- 3-paid weeks of Vacation
- Paid Wellness and Personal Days
- Group benefits after 3 months
- RRSP Matching after 6 months
- Reimbursement of Professional Designation fees
- Investment in Professional Development
- Health and Lifestyle Enhancement benefit

How to apply:

If you are as passionate as we are about making a difference in people's lives, please submit your resume to jobs@thealex.ca and be sure to include the job title and reference number in the subject line. This job posting will remain open until a suitable candidate is found.

For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca

We thank all applicants for their interest, however, only those selected for an interview will be contacted.