



# POSITIVE HEALTH NETWORK

Hamilton • Halton • Haldimand • Norfolk • Brant

## Supervisor, Care Coordination

The Positive Health Network is a registered charitable organization and offers services to the 1.5 million people living in the communities of Hamilton, Halton, Haldimand, Norfolk and Brant. Since 1986, the Positive Health Network has been the primary voice for HIV/AIDS prevention, education, and support.

We are seeking an individual to fill a new position on our Management Team.

### POSITION SUMMARY:

The Supervisor, Care Coordination position will play a pivotal role in ensuring the delivery of quality services to clients of the Positive Health Network, serving the regions of Halton, Haldimand, Norfolk and Brant. This position fosters collaboration between teams supporting people at risk of, affected by or living with HIV. The position develops and maintains strong linkages to care to strengthen referral pathways while addressing stigma, oppression and racial discrimination in the community.

The Supervisor, Care Coordination will participate as a member of the agency's management team in the development and implementation of activities that fulfill the agency's mandate and strategic plan. They will supervise program staff within the Support Services team and provide direct support services as necessary to clients of the Support Services team within the Priority Populations and Support Services Department. This position will have a focus on providing direct support to clients in communities in Haldimand, Norfolk and Brant.

### PRIMARY RESPONSIBILITIES:

1. **Direct and Supervise:** case management, client support services, counselling and outreach activities done by support workers staff to ensure effective collaboration and coordination of care for service users.
2. **Work under the direction of the Manager, Priority Population Programs and Support Services (MPPSS)** to complete all electronic data base systems that are integral to the operations of the department as required by funders.
3. **Strengthen Collaboration:** Work closely with agency teams and community organizations, to maintain strong linkages to care and referral pathways and address challenges related to stigma and oppression through coordinated



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efforts between case managers, community educators and HIV clinical services and primary care physicians.

4. **Coordinate Care:** Collaborate with the Support Service workers in Hamilton and Halton to facilitate smooth internal referrals and coordinated care for People Living with HIV/AIDS (PHAs) facing challenges related to treatment, activities of daily living and/or substance use issues. Provide direct support services to clients as needed, including counseling, advocacy, and referrals, ensuring clients receive comprehensive care tailored to their needs.
5. **Develop and maintain effective inter-departmental communications** between Case Management, Counselling, and regional Support.
6. **Support Program Activity Monitoring:** Implement, monitor, and evaluate program activities to ensure optimal quality of service delivery. Monitor and ensure compliance with agency and sector standards, making necessary adjustments or implementing changes as directed by the MPPSS.
7. **Provide administrative coverage:** in Priority Population Support Services monitor staff performance, assist MPPSS with scheduling staff performance reviews discipline and interpretation of the Collective Agreement and attending labour-management quarterly meetings as well as attending to the education and case management/counselling staff.
8. **Stakeholder Collaboration:** Collaborate with internal and external stakeholders to enhance service delivery and promote the wellbeing of PHAs within the community.
9. **Adhere to the Vision, Mission and Policy and Procedures of the Positive Health Network** and perform other duties as assigned by MPPSS.

## QUALIFICATIONS

The incumbent will have experience within the social services sector, including knowledge or experience with HIV, HCV, STBBIs, substance use, mental health and harm reduction strategies, and a strong understanding of intersecting issues that affect an individual's health and wellbeing. The incumbent will be comfortable working with sexual health and drug use issues with an accepting and non-judgemental attitude.



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They will have skills that include:

1. University degree in related field, with experience in case management, community development and education, particularly within the context of HIV/AIDS services.
2. Minimum 4 years previous management/supervisory experience
3. Strong understanding of intersecting issues related to HIV/AIDS, stigma, and oppression, with a commitment to addressing these challenges within the community.
4. Excellent communication and interpersonal skills, with the ability to collaborate effectively with diverse stakeholders.
5. Ability to work independently and as part of a multidisciplinary team, demonstrating flexibility and adaptability in a fast-paced environment.
6. Proficiency in maintaining accurate records and documentation, with a keen attention to detail and confidentiality.
7. Valid "G" driver's license and access to reliable transportation.
8. Vulnerable Sector Police check is required.
9. French, Spanish and other language skills are an asset

**WHAT WE OFFER:** This is a full-time, permanent (35 hours/week) position with the Positive Health Network. We offer a competitive compensation package in the salary range of \$55,000-\$60,000 and a comprehensive benefit package.

## HOW TO APPLY:

Please forward your electronic resume and covering letter by email only no later than 9:00 am on Tuesday, August 6<sup>th</sup>, 2024, to:

[recruitment@positivehealthnetwork.org](mailto:recruitment@positivehealthnetwork.org)

*The Positive Health Network values inclusion and diversity and promotes access and equity using an anti racism, anti oppression framework. Persons living with HIV are encouraged to apply.*