

RAAM CLINIC HUMAN RESOURCES

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INTRODUCTION

While there is no standard team composition at RAAM clinics, each clinic must ensure the availability of pharmacotherapy, psychosocial support, peer support, connection to community services, and harm reduction supports (see [RAAM Clinic Quality Targets](#), Quality Target 2). The specific roles responsible for these functions may vary according to local resources and needs.

Most often, these functions are filled by some combination of the following:

- Addiction services worker
- Case manager
- Clinic manager
- Laboratory technician
- Medical secretary
- Nurse practitioner
- Peer worker
- Physician
- Registered nurse/registered practical nurse
- Social worker

STAFF EXPECTATIONS

Expectations for Reception Staff

The way a client is greeted when they first enter a clinical space sets the tone for the whole encounter. For example, if a client cannot provide requested information (e.g., phone number, fixed address, or photo identification), administrative staff should be prepared to deal with the situation discreetly and respectfully. They should also be trained to recognize when a client may be in discomfort due to withdrawal, intoxication, or distress, and how to respond to such situations (e.g., offering water or juice, providing a more private place to wait, letting a clinician know that they urgently need to be seen, etc.).

Expectations for Clinical Staff

Intake: At the first visit, an intake interview should be performed that captures the client's reasons for seeking care, goals for care, and the necessary history (e.g., medical, social) to formulate a plan and support the individual's goals. Intake may be done by any health care professional with the appropriate training and experience; depending on clinic staffing, this may be an addiction services worker, case manager, social worker, nurse, nurse practitioner, or physician. If clients are asked to fill out a [client form](#) (see [Resources Specific to First Clinical Visit](#)) at their first visit, assistance should be available for anyone who needs it.

Pharmacotherapy: Medications for addiction can be a very important part of substance use disorder treatment. A prescribing clinician should be available during all drop-in hours. It is important that pharmacotherapy can be initiated on the first visit and adjusted as necessary at subsequent visits to improve retention and engagement. RAAM clinics should provide access to all first-line medications for withdrawal and for substance use disorder; at minimum, this includes naltrexone, acamprosate, and gabapentin for alcohol use disorder, and buprenorphine SL tablets, buprenorphine extended-release injection, slow-release oral morphine, and methadone for opioid use disorder (see [RAAM Clinic Quality Targets](#), Quality Target 4). All RAAM clinic prescribing clinicians should be able to provide a full range of pharmacotherapy options, rather than these options being split among different prescribers; that is, access to treatment should not be dependent on which clinician is available at a given time.

Psychosocial Care: All clients should have access to psychosocial supports such as goal-setting, problem-solving, and brief counseling at RAAM clinic visits. RAAM clinics are not expected to provide long-term psychotherapy, but clinicians should be able to provide brief interventions using techniques from motivational interviewing, cognitive behavioural therapy, or other therapeutic models. Referrals should be made to other mental health services as appropriate. Psychosocial care can be delivered by any clinician who has the appropriate training and experience: addiction services worker, case manager, counsellor, nurse, nurse practitioner, peer worker, physician, psychotherapist, or social worker.

Cultural Care: Culturally safe care includes recognizing and addressing power imbalances, engaging in meaningful discussions with clients about their culture, and valuing cultural practices as elements of care. Incorporating culturally relevant elements (that is, practices that are relevant for members of a particular social and/or cultural identity) into substance use disorder treatment has been shown to be beneficial.

Depending on local needs and resources, RAAM clinics may have staff members who are able to provide appropriate cultural care as part of the team (e.g., an Elder or Community Knowledge Keeper, a counsellor who specializes in the care of 2SLGBTQ+ people). RAAM clinics should partner with and/or refer to community resources as appropriate, such as Friendship Centres, agencies that support 2SLGBTQ+ individuals, newcomers to Canada, or other groups with particular cultural needs (see [RAAM Clinic Quality Targets](#), Quality Target 6).

Treatment and Referral for Additional Needs: RAAM clinic prescribing clinicians should be able to initiate pharmacotherapy for untreated mental disorders that commonly accompany substance use disorders, such as anxiety or depression. People attending RAAM clinics may also require treatment for other issues and/or referral to other services such as withdrawal management (detox), live-in or day treatment, psychiatry, primary care, or cultural supports. The RAAM clinic should provide treatment for concurrent health needs whenever possible and facilitate referrals as necessary (see [RAAM Clinic Quality Targets](#), Quality Target 8).

Harm Reduction Services: RAAM clinics must be able to support a spectrum of substance use goals, including abstinence, reduced use, and less risky use. Clients should have easy, judgment-free access to harm reduction advice and supplies (such as naloxone, safe injection and inhalation kits, and condoms) through the RAAM clinic. These can be distributed by any clinician with the appropriate training (see [RAAM Clinic Quality Targets](#), Quality Target 4).

Arranging and Ensuring Appropriate Follow-up: Clients should leave the RAAM clinic with a clear understanding of next steps. If clients are receiving medication, their follow-up visit should be planned before their medication runs out. If follow-up visits are booked appointments, the time and date of the appointment should be communicated clearly to the client verbally and in writing (e.g., e-mail, text, and/or appointment card). If follow-up visits are drop-in, the client should be reminded of the clinic's drop-in hours and told to come back before their medication runs out. If a client misses a planned follow-up, there should be a system to reach out to re-engage and address barriers to care, as well as a process for handling prescription renewals to ensure that clients are not left without medication (see [RAAM Clinic Quality Targets](#), Quality Target 9).

Expectations for Management

The RAAM clinic manager is responsible for overseeing daily clinic operations, facilitating alignment with the [RAAM Clinic Quality Targets](#), managing staff performance, coordinating care delivery, and fostering a collaborative environment that prioritizes client care and continuous improvement.

SAMPLE JOB POSTINGS

The following postings are provided as examples that organizations should feel free to adjust and amend according to their local needs and organizational requirements.

Addiction Services Worker¹

KEY FUNCTION

Function as an advocate and bring advanced knowledge of substance use supports, system navigation, and harm reduction to a multidisciplinary care team in order to enhance engagement in care and improve client experience with the RAAM clinic and community resources.

REPORTING

Under the direction of the Clinical Manager, Addictions Services.

DUTIES

1. Attends withdrawal management centres regularly to meet with clients, provides information on services, and maintains a visible, friendly presence.
2. By request, travels to meet with clients in a variety of health care and community settings (e.g., emergency departments, shelters).
3. Facilitates client referrals to community agencies like inpatient treatment programs, withdrawal management services, community-based counselling services, etc.
4. Provides education to clients on addiction-related topics, such as community and health care resources (e.g., treatment programs), harm reduction practices, and anti-craving medications.
5. Facilitates a supportive psychoeducational group for RAAM clinic clients
6. Provides support to clients at RAAM clinic and in the community who may be using substances or in the early stages of recovery.
7. Escorts clients to appointments and other community services/programs as required.
8. Maintains a comprehensive understanding of crisis management and the impact of trauma on mental health and addiction issues.
9. Collaborates with others to develop promotional materials for RAAM clinics.

QUALIFICATIONS

EDUCATION AND TRAINING

1. Addiction Services Worker diploma.

¹ Adapted from materials provided courtesy of Women's College Hospital.

KNOWLEDGE/SKILLS/ABILITIES

1. Experience working with marginalized populations, combined with knowledge of substance use issues.
2. Minimum 2 years of experience in the addictions field.
3. Proven work experience in housing, basic life skills, crisis intervention, and advocacy.
4. Knowledge of systemic issues such as poverty, unemployment, and stigma.
5. Ability to support clients in a culturally sensitive manner using anti-racism and anti-oppression principles.
6. Experience working in a fast-paced interdisciplinary team context is an asset.
7. Ability to travel around the community.
8. Familiarity with harm reduction principles.
9. Highly self-directed, organized, and assertive.
10. Ability to think critically and be innovative to meet the individual needs of clients.
11. Ability to handle demanding interpersonal situations and respond with good judgment and understanding.
12. Ability to prioritize situations and manage time effectively.
13. Demonstrated ability to maintain strict confidentiality regarding all clients, conversations, and referrals.
14. Good work and attendance record required.
15. Extensive knowledge of local supports and services.
16. Excellent English communication skills, both written and verbal.

PERSONAL SUITABILITY

1. Demonstrated professionalism in dealing with confidential and sensitive issues.
2. Demonstrated commitment to the provision of trauma-informed, culturally safe care provision.
3. Demonstrated commitment to ongoing professional development.
4. Demonstrated positive work record and good attendance record.
5. Ability to meet the physical and sensory demands of the job.
6. Ability to travel between local sites.
7. Flexible hours may be required.

OTHER

1. A valid driver's license and access to an insured vehicle an asset.
2. The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Case Manager²

KEY FUNCTION

Function as an advocate and bring advanced knowledge of substance use supports, system navigation, and harm reduction to a multidisciplinary care team in order to enhance engagement in care and improve client experience with the RAAM clinic and community resources.

REPORTING

Under the direction of the Clinical Manager, Addictions Services.

DUTIES

1. Regularly updates professional knowledge through educational events, workshops, and training.
2. Completes assessments as required for the purpose of facilitating referral to bed-based treatment programs.
3. Negotiates individualized care plan based on feedback from the assessment results, the client's strengths, prioritized problem areas, client's preferences and readiness to change, and identification of potential barriers to treatment entry.
4. Develops a clear plan of action, including client's identified goals, treatment interventions, referrals as appropriate, and duration and frequency of services.
5. Demonstrates ability to observe boundaries, engage in appropriate emotional regulation, and uphold the code of ethics and standards of practice aligned with regulatory college in all work related to client care.
6. Establishes collaborative partnerships with clients that involve non-judgmental listening and client-directed goal setting that fosters independence, self-determination, competence, and hope by employing strengths-based principles and practices.
7. Informs clients of confidentiality requirements and the limitations of confidentiality.
8. Collaboratively develops individualized crisis prevention/intervention plans with clients as required.
9. Actively participates in regular interdisciplinary team meetings to provide clinical assessment, feedback, and recommendations for treatment planning and or discharge
10. Helps clients to take advantage of wellness opportunities including healthy diet, exercise, adequate sleep, and a variety of self-care strategies.
11. Provides supportive counselling including but not limited to brief intervention, lifestyle, and personal counselling to assist clients in developing skills to manage substance use and related problems and/or maintaining and enhancing treatment goals.
12. Provides information about community resources to clients and, with their permission, family and significant others.
13. Attends case conferences and accompanies clients to agencies and appointments.

² Adapted from materials provided courtesy of Addiction Services Central Ontario.

DUTIES (cont.)

- 14.** Collaboratively develops with clients a transition plan that will result in a positive transition of service.
- 15.** As applicable, works with clients to identify safety issues and develop prevention and response strategies.
- 16.** Maintains client files according to agency policies, protocols, guidelines, and procedures.
- 17.** Maintains timely and comprehensive documentation of plans, summaries, client contacts, interventions, and any other client issues in clients' files, including in agency databases and information management systems.
- 18.** Maintains clear and concise client records.
- 19.** Conducts individual case management sessions (the frequency and length of sessions may vary depending on the client's needs and program format).
- 20.** Maximizes client's participation in treatment, community services, and events, and actively promotes self-efficacy.
- 21.** Develops and maintains extensive knowledge of regional supports and services.
- 22.** Establishes effective working relationships with hospitals, clinicians, emergency shelters, community mental health and addiction providers, housing providers, and other community agencies and resources, and helps clients to negotiate with services and engage in self-advocacy.
- 23.** Engages in systemic advocacy to address issues of inequality and injustice, with the support of the Program Supervisor.
- 24.** Participates in public education, student placement mentoring, program development, planning groups, etc., as appropriate and/or assigned.
- 25.** Has a strong commitment to working from an anti-oppression and anti-racism lens.
- 26.** Demonstrates professionalism in all interactions, including maintaining confidentiality, ethical standards, and a client-centered approach.

QUALIFICATIONS

EDUCATION AND TRAINING

- 1.** A Bachelor's Degree in Social Work, social sciences, sciences, or a health-related discipline preferred, OR a minimum 5+ years' direct clinical experience in addictions and/or mental health.
- 2.** Member of one of the regulatory colleges under the Regulated Health Professionals Act, e.g., College of Registered Psychotherapists of Ontario, Ontario College of Social Workers and Social Service Workers.

KNOWLEDGE/SKILLS/ABILITIES

- 1.** Experience working with marginalized populations, combined with a considerable knowledge of substance use issues.
- 2.** Minimum 2 years of case management experience.
- 3.** Proven work experience in housing, basic life skills, counselling, crisis intervention, advocacy, meditation, and conflict resolution.
- 4.** Knowledge of systemic issues such as poverty, unemployment, stigma, medications, and the isolation felt by individuals with serious mental illness and their families.

KNOWLEDGE/SKILLS/ABILITIES (cont.)

5. Ability to practice in a culturally sensitive manner using anti-racism and anti-oppression principles.
6. Ability to work in a harm reduction context.
7. Experience working in a fast-paced interdisciplinary team context is an asset.
8. Sound knowledge, awareness, and understanding of anti-oppression and anti-racism (AOAR) practices.
9. Knowledge of the Ontario Mental Health Act, mental health reform principles, the Substitute Decisions Act, and the Health Care Consent Act and PHIPA requirements.
10. Knowledge of the Ontario Human Rights Code and the Child and Family Services Act.
11. Extensive knowledge of local supports and services.
12. Demonstrated interest in health care and the specific fields of substance use, concurrent disorders, and supportive housing.
13. Excellent English communication skills, both written and verbal.
14. The ability to provide services in French and any additional languages a definite asset.

PERSONAL SUITABILITY

1. Demonstrated professionalism in dealing with confidential and sensitive issues.
2. Demonstrated commitment to the provision of trauma-informed, culturally safe care provision.
3. Demonstrated commitment to ongoing professional development.
4. Demonstrated positive work record and good attendance record.
5. Ability to meet the physical and sensory demands of the job.
6. Ability to travel between local sites.
7. Flexible hours may be required.

OTHER

1. A valid driver's license and access to an insured vehicle
2. The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Clinical Manager³

KEY FUNCTION

The Clinical Manager oversees the daily operations of the RAAM Clinic Program and ensures alignment with organizational strategic priorities through effective operations, project and budget management, performance reviews, and reporting of the program work. The incumbent must be able to work independently with a high degree of initiative, discretion, and tact, and be willing to work collaboratively and cooperatively building and fostering strong working relationships with key partners in a challenging and dynamic environment.

Collaborating with the Clinical Director, Medical Directors, and other internal and external partners, the Clinical Manager will implement the key elements of the organizational Strategic Plan and the additions program priorities. As an inspirational leader for their teams, the Clinical Manager will demonstrate an approachable leadership style with experience in change management.

REPORTING

Under the direction of the Director, Outpatient Medicine.

DUTIES

1. Strategically plans, implements, and evaluates new and existing program developments consistent with organization vision and priorities.
2. Works collaboratively with internal and external partners to plan and coordinate the implementation of new programs and services with measurable outcomes.
3. In collaboration with the health care team, builds a culture that is focused on ensuring safety and best practices and delivers the highest possible levels of client satisfaction.
4. Nurtures and cultivates community linkages/partnerships to support client care and meet the mission and vision of the RAAM clinic.
5. Maintains an organizational climate that promotes staff development, education, achievement, quality improvement, research, and professionalism, in collaboration with the Clinical Director.
6. Ensures that appropriate material resources are available for the provision of quality client care and manages these resources with budget/contractual arrangements.
7. Ensures a continuous focus on improving the client experience through an open process that responds to client care issues and includes participation of the health care team.
8. Develops data gathering for meaningful interpretation to provide accurate information for program decisions and potential research initiatives.
9. Reviews evaluative indicators and identifies and implements improvement strategies.

³ Adapted from materials provided courtesy of Women's College Hospital.

DUTIES (cont.)

- 10.** Manages human resources; ensures compliance with professional standards; staffs appropriately to ensure cost effectiveness and appropriate use of human resources within approved staffing budget; facilitates communication and problem-solving between all members of the health care team; assesses and evaluates staffing requirements; identifies performance management issues and develops action plans for correction; and counsels staff as necessary, providing guidance regarding roles and responsibilities.
- 11.** Establishes processes to incorporate client feedback as part of the annual staff performance reviews and meets with staff annually to review performance and set annual objectives.
- 12.** As a role model and champion, works to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.
- 13.** The responsibilities described above are representative and are not to be construed as all-inclusive.

QUALIFICATIONS

EDUCATION AND TRAINING

- 1.** Successful completion of an Undergraduate degree in Health Sciences such as Nursing or other regulated health professional field (Master's degree preferred).
- 2.** Current registration in good standing with a Regulatory College related to a given health profession.

KNOWLEDGE/SKILLS/ABILITIES

- 1.** 5 years of progressively responsible and related experience required.
- 2.** 2 years recent experience in a managerial or similar leadership role preferred.
- 3.** Experience working in a similar setting/environment preferred (e.g., hospital, community setting).
- 4.** Experience navigating health care system and partnering with hospital administration.
- 5.** Knowledge of collective agreements and managing a unionized labour force.
- 6.** Excellent human and financial resource management and strategic planning skills required.
- 7.** Excellent interpersonal and relationship building, coaching, mentoring, and team-building skills that facilitate positive interactions with health care team.
- 8.** Excellent organizational, prioritization, and time-management skills required to coordinate multiple activities, issues, and projects simultaneously.
- 9.** Collaborative and client service-oriented with the proven ability to work effectively with a diverse group of colleagues.
- 10.** Excellent verbal and written communication, including presentation/facilitation skills to a broad range of audiences and effective influencing and negotiating skills.
- 11.** Ability to introduce and effectively facilitate change.
- 12.** Proven ability to think critically and use sound judgment in assessing difficult situations, coupled with the ability to take a creative and proactive approach to problem recognition, problem solving, and conflict resolution.

KNOWLEDGE/SKILLS/ABILITIES (cont.)

- 13.** Demonstrated commitment to professional development.
- 14.** Demonstrated engagement and commitment to organization's vision, mission, and values.
- 15.** Demonstrated record of good performance and acceptable attendance will be considered as part of the selection criteria.
- 16.** Professional behaviour and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of the organization.
- 17.** This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices, and processes that will optimize a safe environment for all.

PERSONAL SUITABILITY

- 1.** Demonstrated professionalism in dealing with confidential and sensitive issues.
- 2.** Demonstrated commitment to ongoing professional development.
- 3.** Demonstrated positive work record and good attendance record.
- 4.** Flexible hours may be required.

OTHER

- 1.** The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Laboratory Technician⁴

KEY FUNCTION

The Laboratory Technician works as part of an interdisciplinary team to provide support to clients in the RAAM clinic. Responsibilities include being the first point of contact with clients of the clinic, gathering history, performing venipuncture and electrocardiograms (ECGs), managing medication profiles, and various administrative functions.

REPORTING

Under the direction of the Clinical Manager, Addictions Services with delegation from RAAM clinic prescribers.

DUTIES

1. Organizes referrals and completes intakes both in person and virtually.
2. Conducts point-of-care urine drug screens.
3. Performs venipuncture and ECGs.
4. Administers intramuscular and subcutaneous injections.
5. Maintains a high level of competency in working with electrical medical records, performing scheduling, data management, and documentation tasks.
6. Effectively communicates with clinic coordinator, MRP, and pharmacy, ensuring client needs, changes in status, and emergency situations are effectively addressed.
7. Responds to general clinic inquiries and makes appropriate referrals within the RAAM clinic team.
8. Documents all client interactions.
9. Participates in RAAM clinic team meetings, including reviewing client care plans.
10. Other tasks as assigned.

QUALIFICATIONS

EDUCATION AND TRAINING

1. 2-year Medical Laboratory Technician Diploma.
2. Phlebotomy experience.
3. 2 years of relevant experience preferred.

PERSONAL SUITABILITY

1. Demonstrated professionalism in dealing with confidential and sensitive issues.
2. Demonstrated commitment to the provision of trauma-informed, culturally safe care provision.
3. Demonstrated commitment to ongoing professional development.

⁴ Adapted from materials provided courtesy of the Brant Haldimand Norfolk RAAM Clinic.

PERSONAL SUITABILITY (cont.)

4. Demonstrated positive work record and good attendance record.
5. Ability to meet the physical and sensory demands of the job.
6. Ability to travel between local sites.
7. Flexible hours may be required.

OTHER

1. The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Medical Secretary⁵

KEY FUNCTION

The Medical Secretary provides clerical and administrative support to the Substance Use Service/Addictions Medicine Program. This will include reception duties, client registration, appointment bookings, and administrative functions to support efficient clinic operations.

REPORTING

Under the direction of the Clinical Manager, Addictions Services.

DUTIES

- 1.** Facilitates efficient and timely access to specialty services by managing incoming referrals, scheduling appointments, and maintaining accurate client records:
 - a.** Receive new referrals and process according to established guidelines within the clinic.
 - b.** Confirm required information and retrieve relevant information from referring source.
 - c.** Triage to correct service provider using decision algorithms, as applicable.
 - d.** Confirm triage with physicians and clinical team, as needed.
 - e.** Create client records within the Electronic Medical Record.
 - f.** Schedule client visits and coordinate required tests.
 - g.** Communicate scheduled visits to appropriate individuals (referring source, client, etc.).
 - h.** Monitor clinic schedules to ensure all appointment slots are filled.
 - i.** Provide clients with all required test information and special preparation instructions.
 - j.** Provide clients with all logistical information (clinic location, etc.).
 - k.** Remind clients of appointment time or have a system in place for reminder calls.
 - l.** Answer clinic-related phone calls and triage to appropriate staff member.
 - m.** Follow up on “no-shows”.
 - n.** Confirm schedule of upcoming clinics, as required.
 - o.** Manage clinician cancellations.
- 2.** Contributes to the efficient operations of clinics by booking complex tests and follow-up appointments and ensuring that the health record for each scheduled client is up to date:
 - a.** Prepare daily client charts for clinic.
 - b.** Generate a chart for referrals and retrieve client results not in the Electronic Medical Record.
 - c.** File reports not in the Electronic Medical Record in organization records.
 - d.** Liaise with Health Records regarding chart requests.
 - e.** Book complex tests and appointments.

⁵ Adapted from materials provided courtesy of Women’s College Hospital.

DUTIES (cont.)

- f.** Exhibit a strong understanding of procedures, tests, and consult referrals to be booked within the assigned specialty.
 - g.** Work with the team in the assigned clinic and ensure that team members are informed of updated schedules, room assignments, and any potential changes in the clinic schedule.
 - h.** Effectively communicate with all hospital clients, visitors, and staff.
 - i.** Manage consultation letters.
- 3.** Enhances the client experience by checking clients in for their scheduled appointment and completing the check-out process following the appointment:
 - a.** Act as the “face of the service”.
 - b.** Greet clients and visitors in a friendly, courteous, and respectful manner.
 - c.** Provide exceptional customer service to clients, family, and visitors.
 - d.** Print clinic and practitioner schedules prior to clinic, if applicable.
 - e.** Verify required demographic information.
 - f.** Validate health card or troubleshoot when unavailable.
 - g.** Register client visit in appropriate system for current encounter and track visits in systems as required.
 - h.** Distribute and collect client questionnaire or other forms.
 - i.** Visually scan waiting room to monitor the needs of clients.
 - j.** Check clients out of clinic as required, including scheduling follow-up appointments and tests.
 - k.** Verify client has all instructions and required information post-visit.
- 4.** Engages in administrative activities to support efficient clinic operations and develop a professional environment:
 - a.** Participate in process and quality improvement projects to support efficient clinic operations.
 - b.** Respond to client and provider inquiries and ensure messages are forwarded appropriately.
 - c.** Manage and sort incoming and outgoing faxes and mail.
 - d.** Maintain supply and currency of administrative forms, pamphlets, and supplies to be ordered and restocked when necessary.
 - e.** Attend and participate in clinical and administrative team meetings and participate in clinic/office improvement projects, as required.
 - f.** Maintain clinical data and statistics, as required.
 - g.** Follow established policies and procedures.
 - h.** Provide support to clinic team, as directed.
 - i.** Process paperwork for non-insured clients/procedures and associated payments.
- 5.** The responsibilities described above are representative and are not to be construed as all-inclusive.

QUALIFICATIONS

EDUCATION AND TRAINING

1. Medical Office Administration diploma or equivalent experience is required.
2. 3 years of experience working in an ambulatory clinic, preferably in a hospital setting.
3. Work experience in the field of substance use and mental health is required.
4. Experience with electronic systems, such as an Electronic Medical Record.
5. Strong MS Office application skills including Word, Excel, and Outlook.

KNOWLEDGE/SKILLS/ABILITIES

1. Ability to work well under pressure and use good judgment in assessing difficult situations.
2. Ability to produce high-quality work in accordance with organization standards.
3. Comprehensive knowledge of health care, organizational/office practices, procedures, and standards.
4. Excellent verbal and written communication skills.
5. Ability to work effectively in an interprofessional team.
6. Excellent organizational and time management skills and well-developed interpersonal skills, including the ability to handle multiple duties.
7. Proven ability to attend work on a regular basis.
8. Exhibits professional behaviour and communication that meets the standards of the organization.

PERSONAL SUITABILITY

1. Demonstrated professionalism in dealing with confidential and sensitive issues.
2. Demonstrated positive work record and good attendance record.
3. Ability to meet the physical and sensory demands of the job.

OTHER

1. The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Nurse Practitioner⁶

KEY FUNCTION

Function as a practitioner, leader, consultant, educator, and advocate in a multidisciplinary care team in the implementation, evaluation, and provision of high-quality, client-centered care in collaboration with Medical Directors, other nurse practitioners and care providers, and agencies.

REPORTING

Under the general direction of the Clinical Manager, Addictions Services.

DUTIES

1. Practices autonomously, offering the full scope of nurse practitioner (NP) practice as outlined in the College of Nurses of Ontario (CNO) Practice Standard: Nurse Practitioner, and provincial and federal legislation. Practice may be guided by the Canadian Nurses Association (CNA) publication “Canadian Nurse Practitioner Core Competency Framework”.
2. Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial and Federal Acts and consistent with the operational policies of the organization.
3. Provides comprehensive health assessments to diagnose health/illness conditions, working within the legislated scope of an NP with a specific focus on addictions medical support.
4. Provides evidence-based treatment for clients presenting with addictions and/or concurrent disorders.
5. Provides comprehensive biopsychosocial support for individuals who are acutely intoxicated and/or withdrawing from a variety of substances.
6. Works in collaboration with the team to determine appropriate discipline to respond to initial consult requests within organization or community.
7. Completes program intakes and develops/implements treatment plans with clients and families accessing services.
8. Participates in program development at a local and regional level.
9. Facilitates a variety of education sessions locally and regionally.
10. Develops plans of care with the help of other health care professionals to meet clients’ needs and communicates actions to maintain continuity of care.
11. Prescribes medications as appropriate and supports follow-up/stabilization.
12. Monitors, records, and reports to concerned personnel on client care reflecting nursing intervention, client response to care provided, client needs, problems, capabilities, limitations, and progress.
13. Systematically and continuously evaluates the extent to which individuals’ health needs are being met and modifies plan of care as indicated by client response and condition.
14. Provides clients and families with counselling and advice on health maintenance and arranges for the continuation of required care after client discharge.

⁶ Adapted from materials provided courtesy of Health Sciences North.

DUTIES (cont.)

- 15.** Attends regular in-service sessions, conferences, and seminars to keep abreast of new developments, trends, and techniques in the nursing field, attending more intensive sessions related to specialties as required.
- 16.** Assists in determining and developing the philosophy and objectives of the nursing unit in collaboration with Management.
- 17.** Communicates with clients about health assessment findings and diagnosis where appropriate.
- 18.** Consults, refers, and collaborates with members of the multidisciplinary team and community services as required.
- 19.** Provides direct comprehensive care to clients to manage acute and chronic addictions within a holistic model of care.
- 20.** Counsels clients on harm reduction, withdrawal and craving symptom management, health maintenance, pharmacotherapy, alternative therapies, psychosocial rehabilitation strategies, and other health programs.
- 21.** Provides leadership in the development, implementation, and evaluation of addictions care strategy across the addictions service programs.
- 22.** Develops and maintains professional working relationships with all members of the multidisciplinary team and community agencies.
- 23.** Collaborates with interprofessional teams, other health care providers, and community members to determine and address health care priorities and related issues.
- 24.** Oversees the work of other clinical staff, providing education, direction, and supervision where appropriate.
- 25.** Assesses population health trends and patterns and participates in designing services that promote harm reduction philosophies and healthy living.
- 26.** Assists in the development and implementation of standards, guidelines, policies, and procedures as well as medical directives for addictions services programs.
- 27.** Participates in pertinent evaluation and research studies related to relevant services within the organization.
- 28.** Participates in education and training specific to current relevant federal and provincial health and safety legislation, standards, and guidelines.
- 29.** Performs other duties as required.

QUALIFICATIONS

EDUCATION AND TRAINING

- 1.** Graduate of an accredited Nurse Practitioner Program.
- 2.** Current Certificate of Registration as RN (EC) in good standing with the College of Nurses of Ontario.
- 3.** Current Basic Cardiac Life Support (BCLS) certificate is required.
- 4.** Current certification in Automated External Defibrillator (AED) is required.
- 5.** Current certification in non-violent crisis intervention.
- 6.** Ministry of Labour “Worker Health and Safety Awareness in 4 Steps” training certificate is required.
- 7.** Master’s or Doctoral degree in nursing or related field is preferred.
- 8.** Current specialty certificate in Adult required.
- 9.** Meets CNO requirements to prescribe controlled substances.

EDUCATION AND TRAINING (cont.)

- 10.** Completion of the Centre for Addictions and Mental Health Opioid Use Disorder Treatment course preferred.
- 11.** Experience and training specific to care of people who use substances.
- 12.** Experience and training specific to the implementation of trauma-informed care.
- 13.** Training or experience in culturally safe care provision.
- 14.** Knowledge of social determinants of health and how these can impact marginalized populations.

KNOWLEDGE/SKILLS/ABILITIES

- 1.** Minimum of 3 to 5 years of experience as an NP in an addictions service role is preferred.
- 2.** Experience in the development, implementation, and evaluation of relevant advanced nursing practices.
- 3.** Experience in the development of strategies to build capacity and improve health outcomes.
- 4.** Experience in the development of clinical guidelines and protocols, promoting the use of research and evidence-based practice to guide client-centered care.
- 5.** Demonstrated ability to integrate in-depth knowledge of advanced nursing practice and theory, health management, health promotion, disease/injury prevention, and other relevant biomedical and psychosocial theories to provide comprehensive health services with a particular focus on addictions service care.
- 6.** Demonstrated knowledge regarding the nursing process and its application, including the assessment, planning, implementation, and evaluation of nursing care particularly related to addictions service provision.
- 7.** Demonstrated knowledge of evidence-based practices of harm reduction philosophies and recovery principles.
- 8.** Proven leadership abilities with high levels of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- 9.** Demonstrated high levels of initiative, resourcefulness, flexibility, and adaptability.
- 10.** Demonstrated health assessment/clinical skills.
- 11.** Demonstrated commitment to client- and family-centered care.
- 12.** Demonstrated ability to work effectively both independently and in a collaborative practice model as a member of an interprofessional team.
- 13.** Demonstrated knowledge and understanding of the relevant acts, regulations, legislation and standards related to Occupational Health and Safety.
- 14.** Demonstrated training, experience, or utilization of process improvement methodology.
- 15.** Demonstrated excellent computer skills with proficiency in Microsoft Office software, e.g., Word, Excel, PowerPoint, and Outlook and client information systems.
- 16.** Demonstrated superior interpersonal and communication skills, both written and verbal.
- 17.** Demonstrated time management skills with the ability to manage workload and adapt quickly to a fast-paced, dynamic work environment.
- 18.** Demonstrated ability to assist clients with concern and empathy, respect their confidentiality and privacy, communicate in a courteous and respectful manner, and consider intended audience.
- 19.** Demonstrated commitment to the safety of coworkers and clients.

PERSONAL SUITABILITY

- 1.** Demonstrated professionalism in dealing with confidential and sensitive issues.
- 2.** Demonstrated commitment to the provision of trauma-informed, culturally safe care provision.
- 3.** Demonstrated commitment to ongoing professional development.
- 4.** Demonstrated positive work record and good attendance record.
- 5.** Ability to meet the physical and sensory demands of the job.
- 6.** Ability to travel between local sites.
- 7.** Flexible hours may be required.

OTHER

- 1.** The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Peer Support Worker⁷

KEY FUNCTION

Drawing from lived experience of addiction challenges, the Peer Support Worker will work in the RAAM clinic to assist individuals seeking care. The goal of the Peer Support Worker role is to enhance engagement in care for substance use and/or mental health challenges, improve the quality of clients' experience with the RAAM clinic and with system navigation, and build and enhance relationships with community partners.

REPORTING

Under the direction of the Clinical Manager, Addictions Services.

DUTIES

1. Client support and engagement.
2. Orients clients to the Peer Support Worker Role including to the support provided.
3. Supports clients as requested in identifying individual priorities/goals.
4. Supports the development and revision of clients' recovery/wellness plans including relapse prevention strategies while working collaboratively with the interdisciplinary team.
5. Provides support in a manner consistent with recovery philosophy, which emphasizes peer and natural support and the de-escalation of distress.
6. Provides peer support (in both 1:1 and group formats) that is harm reduction-based, trauma-informed, and culturally affirming.
7. Affirms cultural practices that clients identify as meaningful to them.
8. Works with clients to enhance their social connectedness and personal support network.
9. Provides information on individual advocacy, self-help, recovery/wellness, crisis planning and prevention, and empowerment tools as requested.
10. Documents as per organizational guidelines using strengths-based, client-centered language.
11. Maintains compliance with Personal Health Information Protection Act (PHIPA) in all interactions.
12. Working with the team, supports individuals receiving medical care for management of withdrawal or treatment initiation by giving information about what to expect, accompanying the individual as needed, and advocating with and on behalf of the individual to other providers as requested.
13. Provides follow-up contact for individuals who attend a first RAAM clinic visit or who miss a follow-up RAAM clinic visit, individuals transferred to another setting (withdrawal management or to another organization), and individuals discharged from inpatient stay.
14. Provides community-based face-to-face visits and virtual supports.
15. Welcomes clients attending the RAAM clinic, builds rapport, and creates a comfortable and judgment-free atmosphere tailored to the individual's current state (emotional, physical, mental, spiritual) and capacity.
16. Communicates client concerns to relevant clinic team members and builds awareness among clinic staff of client needs and perspectives.

⁷ Adapted from materials provided courtesy of Women's College Hospital and Krasman Centre.

DUTIES (cont.)

17. Advocates with and on behalf of clients to other providers as requested.
18. Provides information about the spectrum of approaches to substance use care/recovery including harm reduction strategies/supplies and abstinence.
19. Collaborates with the Addiction Service Worker around harm reduction education and distribution of harm reduction supplies including documentation and logging of supply distribution.
20. Encourages accessing community support including individualized contacts and community peer support by providing information and links Program and Team Development.
21. Acts as a resource to the team.
22. Interacts with, establishes, and maintains cooperative relationships with RAAM clinicians, learners, and administrative team.
23. Provides education about recovery and peer support to staff, residents, and learners.
24. Contributes to program development, research, and educational activities.
25. Participates in design and implementation of program evaluation.
26. Contributes to development of community partnerships.

QUALIFICATIONS

EDUCATION AND TRAINING

1. Graduate or current participant in peer support training or equivalent experiences.
2. Current certificate in or ability to complete **First Aid and CPR training**.
3. Recent crisis intervention training an asset.
4. Valid driver's license and access to insured vehicle for purposes of work-related travel is an asset.

EXPERIENCE

1. Personal lived experience with substance use/addiction.

KNOWLEDGE/SKILLS/ABILITIES

1. Strong knowledge and grounding in harm reduction principles and practices.
2. Strong knowledge and practice of anti-racism and anti-oppression principles and commitment to advancing equity, diversity, and inclusion.
3. Awareness of issues faced by equity-deserving communities.
4. Ability to apply recovery principles, strengths approach, and empowerment-oriented philosophies and practices in work with clients.
5. Strong knowledge and understanding and practice of trauma-informed approaches to mental health, substance use, and addictions issues.
6. Excellent organizational, communication, and interpersonal skills, facilitating work within a collaborative and diverse interprofessional team
7. Ability to communicate and work comfortably with diverse communities.
8. Knowledge of systemic issues such as poverty, unemployment, stigma, medications, and the isolation felt by individuals with substance use/mental health issues and their families.

KNOWLEDGE/SKILLS/ABILITIES (cont.)

9. Extensive knowledge of local supports and services.
10. Effective leadership, decision-making, organizational, and problem-solving skills are required.
11. Ability to be flexible, self-directed, self-reflective, and supportive.
12. Ability to relate to clients from a peer perspective and communicate with the health care team about relevant client issues.
13. Ability to work effectively as a team member in a dynamic and fast-paced multidisciplinary environment is essential.
14. Provide supports reflective of the needs of the individual and, when appropriate, their families.
15. Demonstrate self-awareness and purposeful self-disclosure.
16. Demonstrate awareness of diversity issues and the personal impact of barriers, stigma, and discrimination faced by people with addiction/mental health challenges.
17. Ability to use computers and software such as Microsoft Windows, Office, and Teams.
18. Ability to speak a second language is a strong asset.
19. Knowledge of the Ontario Mental Health Act, mental health reform principles, the Substitute Decisions Act, and the Health Care Consent Act and PHIPPA requirements.

PERSONAL SUITABILITY

1. Demonstrated professionalism in dealing with confidential and sensitive issues.
2. Demonstrated commitment to the provision of trauma-informed, culturally safe care provision.
3. Demonstrated positive work record and good attendance record.
4. Ability to meet the physical and sensory demands of the job.
5. Ability to travel between local sites.
6. Flexible hours may be required.

OTHER

1. This role is required to be in person and may also require supporting individuals in community-based settings.
2. The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Physician⁸

KEY FUNCTION

Function as a practitioner, leader, consultant, educator, and advocate in a multidisciplinary care team in the implementation, evaluation, and provision of high-quality, client-centered care in collaboration with Medical Directors, other care providers, and agencies.

REPORTING

Reports to program clinical lead.

DUTIES

1. Provides direct client care to those attending the RAAM clinics, with a focus on evidence-based treatment for clients presenting with substance use–related concerns.
2. Provides comprehensive health assessments to diagnose conditions related to/associated with substance use.
3. Provides appropriate support for individuals who are intoxicated and/or withdrawing from a variety of substances.
4. Works in collaboration with the team to determine appropriate discipline to respond to initial consult request within organization or community.
5. Completes program intakes and develops/implements treatment plans in collaboration with members of the interprofessional team.
6. Systematically and continuously evaluates the extent to which individuals' health needs are being met and modifies plans of care as indicated by client response and condition.
7. Supports continuity of care by developing and communicating client discharge plans.
8. Communicates with clients about health assessment findings and diagnoses.
9. Consults, refers, and collaborates with members of the multidisciplinary team and community services as required.
10. Provides direct comprehensive care to clients to manage acute and chronic addictions within a holistic model of care.
11. Provides guidance and support with regard to harm reduction strategies and supplies.
12. Links clients with primary care prior to discharge from RAAM clinic.
13. Trains, mentors, and coaches primary care providers in the use of clinical tools and protocols to support clients who use substances.
14. Provides leadership in the development, implementation, and evaluation of addictions care strategy across the addictions service programs.
15. Develops and maintains professional working relationships with all members of the multidisciplinary team and community agencies.
16. Oversees the work of other clinical staff, providing education, direction, and supervision where appropriate.
17. Assists in the development and implementation of standards, guidelines, policies, and procedures as well as medical directives for the RAAM clinic.
18. Provides shadowing and learning opportunities to other providers who are new to RAAM clinic/addiction medicine.
19. Facilitates a variety of education sessions locally and regionally.

⁸ Adapted from materials provided courtesy of Health Sciences North.

QUALIFICATIONS

EDUCATION AND TRAINING

1. Minimum of 2–3 years of experience as a physician in an addictions service role or addiction fellowship training.

KNOWLEDGE/ SKILLS/ ABILITIES

1. Experience in and commitment to offering client-centered, trauma-informed care.
2. Demonstrated ability to integrate advanced clinical skill, health promotion, disease/injury prevention, and other relevant biomedical and psychosocial theories to provide comprehensive health services with a particular focus on addictions service care.
3. Demonstrated knowledge of assessment, planning, implementation, and evaluation of medical care related to addictions service provision.
4. Demonstrated knowledge of evidence-based practices of harm reduction philosophies and recovery principles.
5. Demonstrated high levels of initiative, resourcefulness, flexibility, and adaptability.
6. Demonstrated health assessment/clinical skills.
7. Demonstrated ability to work effectively both independently and in a collaborative practice model as a member of an interprofessional team.
8. Demonstrated superior interpersonal and communication skills, both written and verbal.
9. Demonstrated time management skills with the ability to manage workload and adapt quickly to a fast-paced, dynamic work environment.
10. Demonstrated ability to assist clients with concern and empathy, respect their confidentiality and privacy, communicate in a courteous and respectful manner, and consider intended audience.
11. Demonstrated commitment to the safety of coworkers and clients.

PERSONAL SUITABILITY

1. Demonstrated professionalism in dealing with confidential and sensitive issues.
2. Demonstrated commitment to the provision of trauma-informed, culturally safe care provision.
3. Demonstrated commitment to ongoing professional development.

OTHER

1. The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.

Registered Nurse/Registered Practical Nurse⁹

KEY FUNCTION

Provide best practice assessment, treatment, navigation, and support to individuals and families with substance use and/or concurrent disorders at the rapid access addiction medicine (RAAM) clinic.

REPORTING

Under the general direction of the Clinical Manager, Addictions Services.

DUTIES

1. Provides therapeutic nursing interventions and supports to RAAM clinic clients/family.
2. Completes program intakes and develops/implements treatment plans with clients and families accessing services.
3. Liaises with inpatient medical units, the emergency department, the Addictions Medicine Consult Team, withdrawal management service, and any relevant community agencies to support continuity of care.
4. Documents assessments, intervention plans, progress notes, and outcomes in a timely manner.
5. Practices from a harm reduction approach and provides health teaching to clients and families on typical recovery and lifestyle issues throughout all stages of recovery when indicated.
6. Consults and liaises with appropriate resources to support quality care and client safety.
7. Provides guidance, training, and orientation for new staff and students.
8. Works collaboratively with community providers to provide wraparound care for complex clients.
9. Participates in program development at a local and regional level.
10. Facilitates a variety of education sessions locally and regionally.
11. Applies the Standards of Nursing Practice as outlined by the College of Nurses of Ontario.
12. Supports the Medical Professional in systematically assessing the health status of clients by ordering, interpreting, and evaluating diagnostic tests.
13. Develops plan of care with the support of other health care professionals to meet clients' needs and communicates actions to maintain continuity among the nursing team.
14. Ensures the safe and efficient implementation of nursing care plans.
15. Monitors, records, and reports to concerned personnel on client care reflecting nursing intervention, client response to care provided, client needs, problems, capabilities, limitations, and progress.
16. Systematically and continuously evaluates the extent to which the individual's health needs are being met and modifies plan of care as indicated by client's response and condition.
17. Provides client and family with counselling, advises on health maintenance, and arranges for the continuation of care after client discharge.
18. Attends regular in-service sessions, conferences, and seminars to keep abreast of new developments, trends, and techniques in the nursing field, attending more intensive sessions related to specialties as required.

⁹ Adapted from materials provided courtesy of Health Sciences North.

DUTIES (cont.)

- 19.** Participates in long-term unit goals, quality control activities, and process improvement initiatives as required.
- 20.** Evaluates client care and satisfaction on an ongoing basis and formulates solutions for improvement.
- 21.** Determines and aligns improvement projects with the organization's Strategic Plan; monitors and adjusts to achieve goal outcomes.
- 22.** Participates in education and training specific to current relevant federal and provincial health and safety legislation, standards, and guidelines.
- 23.** Represents the department or program on various committees and in meetings as required.

QUALIFICATIONS

EDUCATION AND TRAINING

- 1.** Graduate from an approved School of Nursing (university or community college).
- 2.** Current Certificate of Registration in good standing with the College of Nurses of Ontario (CNO).
- 3.** Current certification in Basic Cardiac Life Support (BCLS), First Aid, and Non-Violent Crisis Intervention (NVCI) is required.
- 4.** Successful completion of the Canadian Nurses' Association specialty program in Psychiatric/Mental Health Nursing CPMHN(C) is preferred.
- 5.** Current certification in buprenorphine training is preferred.
- 6.** Current certification in Harm Reduction or Addictions is preferred.
- 7.** Ministry of Labour "Worker Health and Safety Awareness in 4 Steps" training certificate is required.

KNOWLEDGE/SKILLS/ABILITIES

- 1.** Minimum of 1 year of full-time equivalent experience working in an addictions setting within the last 5 years is preferred.
- 2.** Minimum of 2 years of full-time clinical experience within the last 5 years required.
- 3.** Experience in community-based outpatient programs is required.
- 4.** Experience providing individual and group setting treatment is an asset.
- 5.** Experience in program development and providing education is preferred.
- 6.** Demonstrated knowledge of addictions-related care (i.e., withdrawal symptoms, withdrawal management, and medication treatment available).
- 7.** Demonstrated knowledge of evidence-based practices of recovery principles.
- 8.** Demonstrated knowledge of how to apply a harm reduction approach to substance use treatment.
- 9.** Demonstrated ability to complete addictions assessments, treatment planning, and referrals.
- 10.** Demonstrated ability and experience providing addictions assessments with recommendations and in facilitating the development of treatment goals with clients.
- 11.** Demonstrated experience developing and administering educational sessions.
- 12.** Demonstrated positive interpersonal relations and client-teaching skills.
- 13.** Demonstrated commitment to client and family-centered care.

KNOWLEDGE/SKILLS/ABILITIES (cont.)

- 14.** Demonstrated ability to effectively make decisions and deploy critical thinking and other skills required to organize/prioritize tasks.
- 15.** Demonstrated strong therapeutic communication skills and ability to communicate both verbally and in writing in a clear, concise manner, considering the intended audience.
- 16.** Demonstrated ability to work independently as well as interdependently.
- 17.** Demonstrated computer skills including Microsoft Office software and client information systems.
- 18.** Demonstrated ability to provide full-age spectrum care and liaise with other programs and care providers.
- 19.** Demonstrated commitment to the safety of co-workers and clients.

PERSONAL SUITABILITY

- 1.** Demonstrated ability to work effectively as a member of an interdisciplinary team.
- 2.** Demonstrated positive performance record and the ability to meet the job expectations and performance standards required of this position.
- 3.** Ability to use tact and discretion in dealing with health care providers and clients.
- 4.** Demonstrated commitment to ongoing professional development.
- 5.** Demonstrated professionalism in dealing with confidential and sensitive issues.
- 6.** Ability to meet the physical and sensory demands of the job.

OTHER

- 1.** The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Social Worker¹⁰

KEY FUNCTION

Function as a practitioner, leader, consultant, educator, and advocate in a multidisciplinary care team and bring advanced knowledge on substance use supports, harm reduction, and counselling.

REPORTING

Under the general direction of the Clinical Manager, Addictions Services.

DUTIES

1. Provides evidence-based treatment and supports for youth, adults, and families presenting with substance use-related concerns.
2. Liaises with inpatient medical units, the emergency department, the Addiction Medicine Consult Team, withdrawal management service, and any relevant community agencies to support continuity of care.
3. Completes program intake and develops/implements treatment plans with clients and families accessing services.
4. Completes addictions assessments for treatment planning purposes with individuals as required.
5. Documents assessments, intervention plans, progress notes and outcomes in a timely manner as per program policy standards.
6. Assists in and acts as a resource for client and family education.
7. Consults and liaises with appropriate resources to ensure quality care and maintain client safety.
8. Provides guidance, training, and orientation for new staff and students.
9. Works collaboratively with community providers to provide wraparound care for complex clients.
10. Participates in program development at a local and regional level.
11. Facilitates a variety of education sessions locally and regionally.
12. Practices from a harm reduction approach when providing health teaching to clients and families.
13. Applies the Code of Ethics and Standards of Practice as outlined by the Ontario College of Social Workers and Social Service Workers.
14. Evaluates client care and satisfaction on an ongoing basis and formulates solutions for improvement.
15. Participates in education and training specific to current relevant federal and provincial health and safety legislation, standards, and guidelines.
16. Represents the department or program on various committees and in meetings as required.
17. Performs other duties as required.

¹⁰ Adapted from materials provided courtesy of Health Sciences North.

QUALIFICATIONS

EDUCATION AND TRAINING

1. Minimum of a Bachelor's Degree in Social Work from an accredited university.
2. Current Certificate of Registration in good standing with the Ontario College of Social Workers and Social Service Workers (OCSWSSW) is required.
3. Current Certification in Staged Screening and Assessment (SSA) is required.
4. Current Certification in Harm Reduction is preferred.
5. Current Certification in Cognitive Behavioural Therapy (CBT) is preferred.
6. Ministry of Labour "Worker Health and Safety Awareness in 4 Steps" training certificate is required.

KNOWLEDGE/SKILLS/ABILITIES

1. Minimum of 2 years of full-time equivalent experience working in an addictions setting.
2. Experience in community-based outpatient programs is required.
3. Experience completing Staged Screening and Assessment (SSA) is required.
4. Experience providing individual and group setting treatment is required.
5. Experience in program development and providing education is preferred.
6. Demonstrated knowledge of addictions-related care (i.e., withdrawal symptoms, withdrawal management, and medication treatment available).
7. Demonstrated knowledge of evidence-based practices of recovery principles.
8. Demonstrated ability to complete addictions assessments, treatment planning, and referrals.
9. Demonstrated ability to practice in the areas of clinical counseling with adults and families; strong client and family service orientation.
10. Demonstrated health care knowledge of psychiatric conditions and the Diagnostic and Statistical Manual (DSM-V).
11. Demonstrated skills in cognitive behavioural therapy (CBT), dialectical behavioural therapy (DBT), and individual and group interventions.
12. Demonstrated excellent judgment, critical thinking, and proven analytical skills.
13. Demonstrated knowledge of how to apply harm reduction practices.
14. Demonstrated knowledge of culturally safe practices.
15. Demonstrated excellent computer skills with proficiency in Microsoft Office software (e.g., Word, Excel, PowerPoint, and Outlook) and client information systems.
16. Demonstrated superior interpersonal and communication skills, both written and verbal.
17. Demonstrated effective time management and organizational skills with the ability to organize and prioritize as required.
18. Demonstrated discretion and maturity when handling confidential information.
19. Demonstrated commitment to the safety of coworkers and clients.

PERSONAL SUITABILITY

- 1.** Ability to use tact and discretion in dealing with health care providers and clients.
- 2.** Demonstrated ability to work effectively as a member of an interdisciplinary team.
- 3.** Demonstrated ability to perform with minimal supervision and prioritize duties.
- 4.** Demonstrated commitment to ongoing professional development.
- 5.** Demonstrated professionalism in dealing with confidential and sensitive issues.
- 6.** Demonstrated positive work record and good attendance record.
- 7.** Ability to meet the physical and sensory demands of the job.
- 8.** Demonstrated ability to work flexible hours as required.

OTHER

- 1.** The position is contingent upon:
 - A successful Vulnerable Sector Check.
 - Immunization record including recent TB test.
 - A complete attestation form and proof of vaccinations.
 - Mask fit test.
 - A successful three-month probationary period.

Staff Orientation Checklist¹¹

Employee name:	Position:
General orientation date:	RAAM clinic orientation date:
Orienting staff member/Preceptor:	Manager:
Start date:	Probation period:

Initial Orientation	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Human Resources					
Read & sign confidentiality forms					
Photo ID					
Payroll processes					
Occupational Health					
Pre-placement health review					
Mask fit testing					
General Orientation					
Mandatory online training including modules on: 1) cultural safety and 2) trauma-informed care (see RAAM Clinic Quality Targets Appendix: Education and Training Resources)					
RAAM Clinic Orientation					

Addictions Services Overview	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Community partnerships					
Inpatient programming					
Outpatient programming					
Clinician and prescriber roles					
Educational enhancement					
Treatment and harm reduction					

¹¹ Adapted from materials provided courtesy of Health Sciences North.

Introductory Meetings	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Program director					
RAAM clinic manager					
WMS manager					
AMCS manager					
Education lead					
RAAM clinic staff					
RAAM clinic physicians/NPs					
Inpatient addictions physicians					
ED leadership					
Community partners					

Tours	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Parking					
Office					
Patient areas					
Staff washrooms					
Program overviews					
Clean & soiled utility rooms					
Equipment storage					
Huddle board					
Union information board					
Fire pull stations					
Exits					
Fire extinguishers					
Emergency manual and location					
Occupational health and safety binder					
First aid kit					
Naloxone overview					

Shadow Shifts	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Addictions Medicine Unit shadow					
Addictions Medicine Consult Team shadow					
Withdrawal management services/safe bed program shadow					
RAAM clinic shadow					

Systems	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
MHA policies and procedures					
Corporate policies and procedures					
RAAM clinic policies and procedures					
Occupational health and safety					
Education calendar					
Incident reporting					
HR/Benefits website					
Department website					
Chart forms/approved abbreviations					
EMR					
Login information					
Training complete					
Outlook					
Login information					
Calendar					
Room bookings					
Shared Network Drive					
Login information					
Training complete					

Shift Orientation	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Reporting absences/illness					
Hours of work/breaks/lunch/OT					
Requesting vacation					

RAAM Clinic Program Procedures	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
RAAM Clinic Program Overview					
META:PHI resources (see Educational and Mentorship Resources)					
Team members and role overview					
Program reporting					
Admission Process					
Clinical Pathways					
Discharge Process					
Planned discharge					
Other discharge					
Discharge summaries					
OPOC					
Medication Reconciliation					
Documentation					
Client Guidelines					
Screening					
Urine drug chemistry					
General Forms / Checklists					
RAAM clinic BCare form					
Processes					
Staff sign-in/sign-out					
Client sign-in/sign-out					

RAAM Clinic Program Procedures (cont.)	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Equipment					
Phones and how to transfer calls					
Fax/printer/scanner					
Care link (nurse call/staff panic alarm system)					
Cellphone					
Card access readers					
Glucometers					
Meetings					
Huddles (daily)					
Program development meetings					
Community of practice					
META:PHI monthly Dialogue calls and webinars (see Educational and Mentorship Resources)					
Physician consultations					

Referrals	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Internal Organizational Referrals					
Withdrawal management services (WMS)					
Safe Bed Program (SBP)					
Addictions Medicine Consult Team (AMCT)					
General MHAP referrals – contact CIRC or place order entry					
Inpatient referrals					

Referrals (cont.)	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
External (community partners) referrals					
Elizabeth Fry Society					
John Howard Society					
Homelessness Network					
Canadian Mental Health Association					
Self-help groups: AA, NA, SMART Recovery, etc. (see General Clinical Resources)					
Inpatient referrals					

Other	Person Responsible		N/A	Dates	
	Organizing	Completing		Scheduled	Completed
Familiarization with collective agreements (where to find)					
Requisitions (maintenance, housekeeping, food services)					
Patient complaint process					
Professional concerns					
Performance review process					
Incidents: How to report to manager, after-hours reporting					
Gifts from clients					
Panic Alarm testing					
Fan-out list					
Monthly inspection reports					

Date of final completion/review

New staff member signature

Manager signature

Preceptor signature (if applicable)

CULTURAL SAFETY TRAINING

Equity-deserving groups such as Indigenous, Black, and/or racialized people and 2SLGBTQ+ individuals continue to face health disparities. Providing culturally safe health care is an important way to work towards addressing these disparities (see [RAAM Clinic Quality Targets](#), Quality Target 6). Training in providing culturally safe care should be offered as part of clinician onboarding.

Prescriber Expectations¹²

TASK	DESCRIPTION
Investigate	Conduct appropriate assessments and diagnostic tests in order to investigate presenting concerns of client.
Diagnose	Diagnose substance use disorders as appropriate.
Medical Treatment	Alcohol use disorder <ol style="list-style-type: none"> 1. Prescribe anti-craving medication if indicated (naltrexone, acamprosate, gabapentin). 2. Manage mild to moderate withdrawal when safe (diazepam, lorazepam). 3. Refer to ED for severe withdrawal. 4. Treat or refer for comorbid depression or anxiety.
	Opioid use disorder <ol style="list-style-type: none"> 1. Prescribe opioid agonist therapy if indicated (buprenorphine, methadone, slow-release oral morphine). 2. Treat or refer for comorbid depression or anxiety. 3. Provide take-home naloxone and other appropriate harm reduction supplies.
	Provide support for all other substance use disorders, including appropriate pharmacotherapy (e.g., benzodiazepine tapers, NRT), management/referral of co-occurring conditions and provision of appropriate harm reduction education and supplies.
Refer	To other appropriate specialists as necessary.
Capacity Building	Provide support to primary care providers after transitioning client back under their care.
Connections	Work with other community providers to establish care pathways.

¹² Adapted from materials provided courtesy of Health Sciences North.

RAAM CLINIC PHYSICIAN PAYMENT MODELS

The Ministry of Health does not pay for direct client care provided by physicians, so clinics must consider what payment models are accessible to them and the pros and cons of each model.

1. Fee-for-service (FFS): The MD bills for services provided using their own provincial billing number.

Considerations:

- No administrative burden for the RAAM clinic.
- The MD may not wish to work in a FFS model that is very low volume or unpredictable.
- Primary care physicians working in family health organizations (capitation models) may be financially penalized if their client sees a RAAM clinic physician who does not hold an addiction medicine fellowship or a focused practice designation.
- The MD may not make themselves available for non-clinical work such as team rounds, leadership activities, and administrative tasks, as this model does not compensate MDs for this work.

2. Salary: The MD is paid a set amount based on the number of days or shifts they are committed to the RAAM clinic.

Considerations:

- The MD is paid the same amount regardless of client volume/services provided.
- The MD is compensated for their time spent participating in rounds, leadership activities, meetings, and administrative work, which helps foster collaborative, team-based care.
- Greater administrative burden on the organization related to administering salary and other benefits and/or organizational requirements.
- MD billings may be returned to the clinic.

3. Blended model: Physician fee-for-service billings are supplemented by a stipend in acknowledgement that volumes can be unpredictable. This model is helpful in clinics with lower volumes without the means to provide a salary, or when MDs are expected to block time within a clinic to be available to see drop-in patients. This funding arrangement is negotiated at the organizational level.