

Substance Use Health Program - Roles and Responsibilities

This document outlines the roles and responsibilities of managers, supervisors, and staff involved in the Kids Come First Substance Use Health (SUH) Program. The program brings together hospitals, community-based organizations, and people with lived/living expertise to improve screening, brief intervention, referrals, and treatment for youth with SUH concerns and their caregivers in Eastern Ontario.

Program Leadership

Category	Both	Kids Come First Leadership	Partner Managers/Supervisors
Operational	<ul style="list-style-type: none"> Program development, including processes and pathways Knowledge mobilization efforts 	<ul style="list-style-type: none"> Centralized oversight of the program Oversight of operational requirements (e.g., processes, pathways, reporting, technology, funding) Partner mobilization, including funding agreements, roles, and responsibilities 	<ul style="list-style-type: none"> Fulfillment of agency SUH Program Memorandum of Agreement (MoA) requirements Engagement in SUH Program Committees Consultation with agency staff, as needed (e.g., for program development) Maintenance of agency autonomy as per Section 5 of agency SUH Program MoA
Evaluation & Reporting	<ul style="list-style-type: none"> Evaluation plan development, including performance measures, indicators, and targets Identification and participation in quality assurance and quality improvement initiatives 	<ul style="list-style-type: none"> Reporting to Kids Come First governance structures (Mental Health, Addictions, and Substance Use Health Table & the Steering Committee) Reporting to the funder with support from identified partners and people Oversight of quality assurance and quality improvement 	<ul style="list-style-type: none"> Collection and reporting of data to Kids Come First as per agency SUH Program MoA requirements Review of SUH Program data for decision-making purposes, as needed
Human Resources & Supervision <i>See Appendix A: Decision Tree</i>	<ul style="list-style-type: none"> Staff training and orientation plan development and oversight of completion 	<ul style="list-style-type: none"> Support for program staff with program-related items and situations (e.g., technology, consent, privacy) Support for partner managers and supervisors with clinical-related items and situations through the SUH Program Care Coordination resource. 	<ul style="list-style-type: none"> Direct supervision and support of agency staff, including HR-related items and situations as per agency policies, processes, and protocols (e.g., vacation, scheduling, complaints, safety, escalation) Direct support for agency staff with clinical-related situations (e.g., SBIR) Provision of qualified resources as per agency SUH Program MoA requirements Reporting of HR changes to Kids Come First Leadership (e.g., Project Manager) Completion of staff performance appraisals, including learning plans, as needed

Program Staff

*Youth and caregivers are collectively referred to as “clients.”

Category	Purpose	Clinical Interventions	Communication & Collaboration
ALL STAFF		<ul style="list-style-type: none"> Follows workflow processes (SUH Program Workflow) Maintains appropriate decision-making and utilizes clinical judgment (Decision-Making Tree) Maintains privacy and confidentiality (including taking the Kids Come First Privacy Training) Adheres to organizational and program policies and processes (including the Caregiver Chart Documentation Guidelines) 	<ul style="list-style-type: none"> Communicates promptly and professionally across all channels Documents all client interactions in Epic promptly
Addiction Counsellor	Provides clinical intervention to clients through engagement, screening, brief intervention, counselling, and referrals.	<ul style="list-style-type: none"> Reviews emails and Epic chat every workday morning, and throughout the day as appropriate, for client assignments and updates Prepares for and attends client appointments as scheduled to deliver screening, intervention, counselling, and/or referrals 	<ul style="list-style-type: none"> Attends and engages in all clinical huddles to share updates, consult with other staff on clients, receive guidance, and flag quality improvement opportunities. Communicates all inpatient client interactions with the Care Coordinator via email or Epic chat promptly Communicates concerns or needs to the Care Coordinator, as appropriate
Care Coordinator	Oversees and facilitates client flow, triages client referrals, supports clinical operations, and delivers care coordination to clients.	<ul style="list-style-type: none"> Collaborates with referral sources and SUH Program staff to triage and assign clients to SUH Program staff based on school board (English or French school board), language of choice (English or French), level of need, appropriateness, staff availability, and staff caseload. Continuously monitors work queues throughout the workday for inpatient, outpatient, and internal SUH Program referrals Communicates with administrative assistant to facilitate client bookings with SUH Program staff. Monitors patient lists across SUH Program team members to ensure efficient client flow 	<ul style="list-style-type: none"> Runs clinical huddle, ensuring huddle board is up to date and includes client consultations Provides clinical guidance to counsellors, as appropriate Escalates clients requiring psychiatric input, as per the SUH Program Workflow Follows up on and delegates tasks identified in huddle as appropriate Acts as a resource for SUH Program staff

		<ul style="list-style-type: none"> • Provides clinical care coordination in consultation with SUH Program team members and external partners for complex cases. This includes: <ul style="list-style-type: none"> ○ Completing client referrals to internal and external programs as required ○ Communicating and facilitating care coordination in collaboration with hospital and community-based organizations ○ Coordinating and facilitating client case conferences with internal team members and external providers when needed • Manages Epic administrative documentation in collaboration with administrative assistant including internal SUH referrals and SUH Program Episodes of Care 	
Psychiatrist	Provides specialized clinical expertise and consultation.	<ul style="list-style-type: none"> • Prepares for and attends client appointments as scheduled to deliver clinical interventions • Provides specialized clinical expertise and consultation for substance use and concurrent disorders diagnostic clarification and treatment • Provides physician-PCP (could include NPs) consultation for inpatients and outpatients where required 	<ul style="list-style-type: none"> • Attends clinical huddle to review client cases and offer recommendations • Records consult notes and recommendations in Epic • Communicates with SUH Program team members and internal/external providers about patient care needs as required

Kids Come First Substance Use Health Program Situation Decision-Tree

