

# Adult Clinical Services Manager

**Employer:** North of Superior Counselling Programs  
**Posted:** 3 months ago  
**ES Job ID:** 15261  
**Sector(s):** Social Services, Executive and Management  
**Salary:** 78304

**Closing Date:** May 16, 2024  
**Location:** Marathon  
**Duration:** Full Time

## Job Description:

The Adult Clinical Services Manager (CSM) is a full-time permanent role based on-site, in-person in Marathon, ON, with responsibilities that extend across the NOSP catchment area within the District of Thunder Bay. This responsibility also includes site lead for the Marathon and Manitouwadge NOSP offices and communities, as well as providing coverage support for the Children Clinical Service Manager. The CSM plays a crucial role in providing operational leadership, program development, and ensuring high-quality, evidence-based service delivery within the mental health and substance health field. The CSM provides direction and support for clinical and administrative supervision in alignment with NOSP mandates, strategic direction and agency policies with the goal of supporting staff for success within their respective roles, contributing to the overall success of NOSP as an active member of the Leadership Team. Additionally, the CSM actively engages in program planning, management, and evaluation, fostering cross-sectoral relationships and partnerships within communities to ensure the delivery of evidence-based and high-quality programs and services. Reporting directly to the Executive Director, the primary responsibility of this role is to manage Adult Portfolio programs and services within the Recovery Framework. This includes ensuring alignment with NOSP funding agreements, strategic direction, agency policies, our accreditation with the Canadian Centre for Accreditation, and the collective agreement.

## Job Duties and Responsibilities

### Management and Administrative Responsibilities:

- Participate as a collaborative member of the Leadership Team in program planning, management and evaluation, ensuring programs are developed, rolled out, delivered and managed in alignment with agency funding agreements, in keeping with evidence-based practice, utilizing a LEAN framework and within a Recovery framework.
- Participate in program development management and leadership functions, which includes identifying new program needs to address the changing community needs. Collaborate with the Executive Director, Leadership team, and Quality Improvement Committee to develop and implement new, improved services, ensuring the availability of necessary resources such as staff, space, materials, measurement tools, and outcome tools.
- Support and manage programs and partnerships in alignment with agency accountabilities, including funding contracts, Memorandums of Understanding (MOUs), Project Charters, etc.
- Represent NOSP on community Committees and Networks and participate in various community initiatives as assigned by the Executive Director and/or agreed upon by the Leadership Team.
- Develop, establish and maintain effective collaborative working relationships with community partners/stakeholders to ensure outreach, coordination and integration of NOSP services.
- Gain and maintain an understanding of presenting issues within the community for which this position is site and regional lead, and the presenting issues as they influence the programs and services delivered across the District by NOSP, and communicate and strategize around the same to the Leadership Team in an ongoing manner.
- In collaboration with the Executive Director and broader Leadership Team, respond to compliments, concerns and complaints from the community.

- Respond to and document in a timely manner, serious occurrences, imminent risk concerns and in-house incidents and forward the same to the Executive Director.
- Monitor, collect, analyse and submit data, bringing forward concerns, opportunities and/or recommendations, resulting from the same, to the Leadership Team.
- Participate in the development of an annual, individualized work plan, supporting NOSP's annual operating plan which, in turn, supports NOSP's strategic plan.
- Develop a district-wide travel schedule, collaboratively with the Leadership Team, to ensure personal presence across all sites on a routinely scheduled basis.
- Manage after-hour on-call responsibilities, on a rotating basis with membership of the Leadership Team, supporting EASE staff and volunteers working/volunteering evenings and weekends.
- Be available via cell phone one hour prior to start of agency opening and until agency close to address any issues arising around shift coverage/absences, programs and services, etc.
- Provide coverage for members of the Leadership Team during their absence.
- Maintain regular communication with the Executive Director around activities of the agency.
- Participate in the recruitment of new staff and provide leadership for new-staff onboarding and agency and position orientation.
- Roll-out new and/or updated policies and procedures, educate staff around the same and manage in accordance with the same.
- Participate in accreditation activities and maintenance.
- Participate in research and program evaluation projects within the agency.
- Participate in NOSP Committees and Working Groups, as assigned by the Executive Director or collaboratively agreed upon by the Leadership Team.
- Provide site management for physical sites as assigned by the Executive Director.
- Attend and actively participate in scheduled Leadership meetings.
- Participate in scheduled once-monthly supervision meetings with the Executive Director.
- Develop personal goals for continued learning and engage in ongoing development and self-evaluation.
- Be receptive to receiving and open to providing constructive and timely feedback to the Executive Director and members of the Leadership Team around their performance with the goal of supporting for individual success within their respective roles and with a view of ensuring sound leadership within NOSP, staff wellness and workplace satisfaction and organizational success, all of which ultimately contributes to the ability of NOSP to effectively meet the needs of individuals, families and community.

#### Clinical Responsibilities:

- Provide the necessary leadership to support staff for success within their roles.
- Facilitate regularly scheduled 1-1 Supervision/Clinical Supervision meetings with direct reports.
- Lead the formal performance enhancement process for individual staff.
- Facilitate regular file audits in keeping with NOSP policy and with the view of supporting clinical practice and achievement of clinical excellence and compliance with recognized standards.
- Facilitate regularly scheduled team and/or program meetings, etc., ensuring that staff are informed and current around agency and program changes, performance expectations and other agenda items intended to support staff within their roles.
- Support staff in the understanding of and delivery of evidence-based practice within their specific roles.
- Provide clinical support and guidance for staff, as required, when challenging clinical issues arise for which the same is required.
- Be available via phone, text, e-mail or in-person for staff during regular business hours, so as to ensure timely support for staff as required.
- Provide training and coaching for staff as new processes are implemented and be receptive to receiving and responding to feedback around the same.
- Monitor demand for programs and services and corresponding waitlists, balancing demand with existing

workload pressures of staff and service delivery practices, and supporting staff and teams with workload pressures while concurrently ensuring the timely delivery of services.

- Support staff with individual learning and development goals.
- In collaboration with the Leadership Team, seek out and organize training opportunities for staff and/or teams as required and/or identified as being beneficial within their roles.
- Ensure availability to address client complaints and to facilitate mediation of the same.
- Maintain confidentiality and work in a manner consistent with ethical guidelines of the Ontario College of Social Workers & Social Service Workers or applicable College.
- Provide leadership for student placements from Colleges and Universities and support the clinical supervision of the same, collaboratively with assigned staff.

#### Occupational Health and Safety:

- Follow and manage for compliance all NOSP policies and procedures to ensure personal safety and safety of others.
- Maintain up-to-date knowledge of the OHSA, legislative changes and updates as they relate to OHS; and NOSP's Risk Management Plan.
- Following the principles of the Internal Responsibility System (IRS), respond to reports of any observed health and safety risks and/or report the same to the Executive Director.
- Participate as a Management lead in NOSP's OHS Committee and/or support roll-out of Committee recommendations across the agency if not an active member of the Committee.

Additional duties as required to support the effective operation of NOSP and related delivery of services to individuals and families across the District of Thunder Bay.

#### Required Skills:

##### Qualifications and Requirements THE "MUST HAVES"

- University degree (Master's level preferred) in Human Services, Psychotherapy or related field with related experience working in a mental health and/or addiction agency which provides clinical interventions for individuals and families.
- Demonstrated previous experience in a team lead, management or alternative leadership role.
- Knowledge of and experience delivering and/or managing evidence-based, evidence-informed based clinical practice as it relates to mental health across the lifespan.
- Strong understanding of program data and database management processes and practices.
- Very strong interpersonal skills, adept at relationship building, influence, and persuasion, and demonstrated sound political acumen.
- Demonstrated experience leading and motivating staff, volunteers and partners.
- Proficient understanding and excellent application with the use of technology with experience working with client information systems and other computer software applications.
- Awareness and commitment to valuing the role of diversity, equity, and inclusion in the workplace and within the community being served by the position.
- An understanding of the impacts of intergenerational trauma in the Indigenous community and a sound understanding of culturally relevant approaches in service delivery.
- Clear understanding of how systemic racism and oppression have adversely affected the social determinants of health for BIPOC (Black, Indigenous, and other People of Color) communities with a demonstrated ability to apply an anti-oppressive/anti-racist perspective in service delivery throughout the lifespan.
- Ability to recognize and identify situations where incidents of and imbalance of power and privilege may occur and can result in possible negative impacts for service users,
- Excellent organizational and advanced skills in oral and written communication as well as effective judgment, presentation, and conflict resolution skills.

- Clear understanding of scope of practice as it relates to the positions being supervised and in keeping with the applicable Regulatory Colleges.
- An understanding of the Personal Health Information Protection Act (PHIPA) and the ability to effectively apply privacy practices within the clinical setting and within a rural living context.
- Familiarity with and/or training in CBT, DBT, Trauma Informed Care and/or Mindfulness Practice.
- Extremely organized and able to multi-task several competing priorities at any given time with a demonstrated ability to work both independently and collaboratively.
- A valid Ontario Driver's Licence and the use of a privately-owned vehicle and appropriate insurance coverage.
- Ability to travel across the District of Thunder Bay and/or out-of-District communities, as required.
- Ability to participate in an after-hours on-call rotation, evenings and weekends.
- This position may require working flexible hours contingent upon site, program, agency or community need.

#### Qualifications and Requirements THE 'NICE TO HAVES'

While not required, preference will be given to candidates with the following:

- Membership in a Regulated Profession consistent with a baccalaureate level of post-secondary education or greater; Social Worker (BSW/MSW with RSW); RN (CPMHN(C)); MA Counselling Psychology or equivalent (CRPO); in good standing.
- Ability to speak French is considered an asset.
- A preference of at least five (5) years' experience working in a mental health and/or addiction agency which provides clinical interventions for individuals and families.
- A preference of at least three (3) years in a team lead, management or alternative leadership role.
- Knowledge of and experience working within a unionized environment in the not-for-profit sector.
- Understanding of issues facing individuals and families living in rural remote communities.
- Excellent capacity to work with multi-stakeholder groups from the corporate, public or not for profit sectors, as well as internal constituents across multiple business functions.
- Working knowledge of Microsoft Office Suite and Outlook and confidence in utilizing other clinical databases and/or platforms (e.g., EMHware, DATIS, CATALYST, Time tracking software, etc.).
- Familiarity with the GAIN Q3 is considered an asset.
- Applied Suicide Intervention Skills Training (ASIST) is considered an asset.
- Certification or specialized training in Quality Improvement, Stakeholder Engagement or Co-Design Methodology, Change Management and/or Project Management would be an asset (e.g., LEAN/Six Sigma training).
- Working knowledge of the DSM V.

#### Requirements:

Before starting with us

As our work puts us in direct contact with vulnerable persons in our community, with health and safety as a priority, the successful candidate must complete or obtain the following before commencement of their employment:

- A Vulnerable Sector police check.
- A positive police check does not automatically disqualify an applicant for a position with North of Superior Counselling, however, the Police Check will be reviewed and evaluated for the purpose of deciding on suitability for employment in relation to the specific duties and responsibilities of the position being filled.

#### How to Apply:

Interested applicants should submit a cover letter and current resume outlining your demonstrated education, certification (if applicable), working and related volunteer experience and how you met the specific requirements for this position, and any additional considerations you deem appropriate to the attention of Candace Davies, Executive Director, referencing the Posting No. NU2024-0211 (Non-Union) at



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<https://nosp.bamboohr.com/careers/27>. This position will remain posted until filled.

North of Superior Counselling Programs is an equal opportunity employer. We benefit from diversity of lived experiences in the workplace and encourage applications from qualified candidates who reflect the diversity of the communities we serve. North of Superior Counselling Programs is a participant in the Government of Canada's 50-30 Challenge, a program which challenges organizations to improve access for women and/or non-binary people and other equity-deserving groups, including those identifying as: racialized, Black, and/or people of colour, people with disabilities (including invisible and episodic disabilities), 2SLGBTQ+ and/or gender and sexually diverse individuals, and Aboriginal, and/or Indigenous Peoples to increase the representation and inclusion of diverse groups within their workplace.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and North of Superior Counselling Programs own policies, requests for accommodation will be considered throughout the hiring process.

We thank all applicants, however, only those selected for interviews will be contacted.

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