

## **JOB INFORMATION**

### **DIRECTOR, FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM (FSEAP)**

#### **POSITION SUMMARY**

The Program Director of the Family Services Employee Assistance Program is responsible for ensuring the delivery of exceptional FSEAP management, clinical supervision when required, account and consultation services to existing FSEAP's corporate clients and the continued growth and profitability of FSEAP's accounts. In addition, this position also serves as a business development function for the team and is responsible for generation of new business leads and participating in business development and sales initiatives, contributing to the growth of FSEAP's organizational client base. The position will represent FSO on various committees across Canada.

#### **MAJOR RESPONSIBILITIES**

##### General Management:

- Ensures that the services of the Employee Assistance Program are delivered according to service standards, the goals, vision and mission and values of the agency;
- Ensures that staffing is adequate to meet program capacity and time lines, including counselling services, crisis, and other FSEAP programs and services i.e. debriefings and workshops.
- Provides day to day supervision of employees according to the Collective Agreement (CA) and HR policies of the agency within a unionized environment.
- Coordinates /participates in the hiring of employees according to agency policies including recruitment, selection, on-boarding and exiting processes.
- Coordinates efforts with local affiliate providers to arrange contracts, train and liaise in order to meet service goals
- Coordinates efforts with local promotional material to build awareness of the FSEAP program
- Participates in budget planning, oversee expenditures and support budget reporting and monitoring
- Managing FSEAP accounts to meet program goals, targets, standards and outcomes;
- Provide clinical supervision when required (under the direction/support of a clinical manager)

#### **TITLE:**

Director, Family  
Services Employee  
Assistance Program  
(FSEAP)

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#### **REPORTS TO:**

Executive Director

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#### **TEAM:**

FSEAP

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#### **LOCATION:**

Family Services Ottawa  
(FSO)

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#### **HOURS OF WORK:**

35 hours / week  
(Monday-Friday)

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#### **UNION/NON-UNION:**

Non-Union

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#### **CLOSING DATE:**

Friday October 19, 2018

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#### **APPLY TO:**

[careers@familyservicesottawa.org](mailto:careers@familyservicesottawa.org)

### Account Management:

- Developing long-term strategic partnerships with accounts by providing exceptional customer service and proactively anticipating and meeting customer needs;
- Helping customers develop an annual FSEAP strategy and promotional plans for the FSEAP's;
- Preparing and presenting utilization and quality assurance reports and recommendations to organizational clients;
- Managing EFAP accounts to meet program goals, targets, standards and outcomes;

### External Workplace Consulting:

- Providing consultations to managers, union leaders around employee and workplace-related issues;
- Developing and coordinating or delivering leadership/management trainings, employee and workplace wellness seminars, and EFAP orientations;
- Providing consultations, coordination and/or deliver critical incident/trauma response services in response to traumatic workplace events (includes some on-call);
- Sourcing, screening and contracting with contract service provider trainers, consultants or counsellors

### Business Development:

- As part of a team you will contribute to:
- Business development, through prospecting (lead generation), qualifying leads, creating/building relationships, and then converting those leads into clients, sometimes over a long sales cycle; collecting competitive marketing information
- Preparing marketing and promotional collateral; networking and prospecting at industry events and trade shows.
- Writing service and pricing proposals and detailed responses to RFPs and RFIs

### General Leadership:

- As a member of FSEAP's management team, participating in strategic and marketing planning, SWOT analysis, program development, new product and service development, risk assessment and management, and quality assurance activities.

## **QUALIFICATIONS**

- A Masters level university degree in counselling or psychology or social work with business/business development/marketing experience, or a combination of relevant training and education.
- Critical Incident Stress Management Certification or Specialized Training in Traumatic Response preferred
- Additional training or experience in workplace mental health and wellness or psychological health & safety is an asset
- 5-7 years' management, account management, clinical management, business development/sales, and/or consulting experience, preferably in FSEAP, human resources, or healthcare industries
- Exceptional management, clinical supervision, business, relationship-building, communication, presentation, and analytic skills; and
- Self-motivated, well-organized;

- Ability to work both independently and as part of a team;
- Strong business development, sales, and influencing skills;
- Entrepreneurial, high energy, “can do” attitude;
- A good sense of humor and ability to have fun while working;
- A strong sense of idealism and social consciousness, and a desire to give back to the community.
- Bilingual essential
- Knowledge of non-profit or social enterprise sectors is an asset
- Excellent verbal and written communication skills.
- Superb team leadership skills
- Entrepreneurial spirit and skills
- Business development skills
- Committed to fostering learning environment
- Strong planning, organization, time management, and multi-tasking skills
- Excellent relationship-building and interpersonal skills, proven ability to collaborate successfully with colleagues, capacity to work easily and effectively with a wide range of people, acting diplomatically, and exhibiting sensitivity to and an understanding of the dynamics of a complex organization and program
- Excellent knowledge/proficiency with various computer programs including Microsoft Office Suite etc
- Demonstrates good judgement and discretion.
- Innovative;
- Ability to direct and mentor staff, as well as the ability to empower staff and allow them to be creative and resourceful to achieve their goals
- Ability to deal with and respond to multiple demands and priorities
- Ability to safeguard confidential personal information
- Proven ability to develop effective relationships and maintain credibility across all levels of the organization and with external stakeholders
- Fluent in English and French
- Must be a member in good standing with a regulated health college as per current standards for practicing social work, or psychotherapy (i.e. CRPO, OCSWSSW)
- Critical Incident Stress Management Certification or Specialized Training in Traumatic Response preferred

## DESIRED QUALIFICATIONS

- Experience and understanding of employee assistance programs and current market conditions
- Entrepreneurial spirit
- Experience working within a voluntary sector and community organization
- Excellent time management skills including ability to multi-task
- Strong motivator, team builder and mentor

- Operational Management
- Strategic Thinking/Visioning

### Posting Period

Friday September 28<sup>th</sup> - Friday October 19<sup>th</sup> 2018

*FSO is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. FSO is committed to ensuring that each individual will have genuine, open and unhindered access to employment opportunities. Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please let us know.*

**\*While we thank all candidates for their interest, only those selected for an interview will be contacted\***