

## JOB INFORMATION

### CLINICAL MANAGER, COUNSELLING PROGRAMS

ANTICIPATED START DATE: FEBRUARY 2019

#### POSITION SUMMARY

The person occupying this position will be accountable for the clinical and administrative supervision of registered psychotherapists working at FSO. The incumbent will be responsible for regularly scheduled supervision (individual and group) with psychotherapists, consultation on case specific issues that arise through daily practice, and facilitation of consultation groups as required. Additional duties include being responsible for day-to-day issues of service delivery, maintenance of records and human resources. The Clinical Manager will monitor program objectives, make recommendations supporting improved functioning and accreditation standards. The incumbent reports directly to the Director of Counselling for the performance of duties and responsibilities.

#### Duties:

- Provide clinical / administrative supervision to FSO counselling staff
- Provide clinical consultation as required for Family Services Employee Assistance Program Affiliates
- Assist in the recruitment, on boarding, training, attendance management, and performance management of staff.
- Ensure the efficient functioning of the counselling programs by monitoring all aspects of service delivery and maintenance of records
- Review and evaluation of program clinical requirements and make recommendations for improvement
- Engage in ongoing development of programs/service delivery through review of best practice standards and advances in the field of psychotherapy and counselling, in particular clinical supervision
- To support ongoing program and service delivery review and evaluation, including preparation for Accreditation
- Contribute to service planning that is responsive to the current needs in the community
- To engage in a regular supervision and evaluation process
- To represent FSO in all aspects of this position.
- Provide counselling to clients of FSO as required
- To perform other duties consistent with the purpose of this position, as required

#### Qualifications:

- Minimum a Master's degree in Social Work, Psychotherapy, or equivalent
- Certification in clinical supervision
- Membership in a regulated college for health professionals such as the College of Registered Psychotherapists of Ontario or the Ontario College of Social Workers and Social Service Workers; must meet the competency standards for supervision as outlined in the standards of the Controlled Act of Psychotherapy, 2012

#### TITLE:

**Clinical Manager,  
Counselling Programs**

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#### REPORTS TO:

**Director, Counselling  
Programs**

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#### TEAM:

**Counselling Programs**

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#### LOCATION:

**Family Services Ottawa  
(FSO)**

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#### HOURS OF WORK:

**35 hours / week  
(evening and weekend  
work may be required)**

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#### CLOSING DATE:

**Friday January 25<sup>th</sup>  
2019**

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#### APPLY TO:

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

- Leadership ability, as well as the ability to work as part of a team within the management group
- Two (2) years supervisory experience (preferred)
- Five (5) years' experience providing direct counselling in a multi-disciplinary setting
- Knowledge of clinical supervision theories and approaches
- Knowledge of multiple counselling modalities & approaches
- Experience working with trauma, couples, families, complex mental health issues
- Experience /understanding of the dynamics involved in violence against women
- Experience working in a unionized setting and participatory approach to management
- Demonstrated commitment to innovation/ learning
- Excellent written and verbal communication skills

**Successful candidates will demonstrate core competencies, such as:**

- *Leading and Managing Change:* Supporting, implementing and initiating change, while helping others deal with the transition.
- *Teamwork and Cooperation:* Work cooperatively and productively with others within and across organizational units to achieve common goals; demonstrate respect, cooperation, collaboration, and consensus building.
- *Decision Making:* Making decisions involving varied levels of risk and ambiguity.
- *Ethical Conduct and Professionalism:* Provide professional services according to the principles and values of integrity, competence, responsibility, respect and trust to safeguard both self and others. Includes the development of professionalism and ethical behaviour in self and others (individuals, groups, organizations, communities).
- *Diversity and Cultural Responsiveness:* Provide respectful, equitable and effective services to diverse populations, as defined by culture, age, gender, language, ethnicity, socio-economic status, legal status, health, ability, sexual orientation, type and mode of substance use, etc. Affirm and value the worth of all individuals, families, groups, and communities; and protect the dignity of all.
- *Client Focus:* Providing service excellence to internal and/or external clients.
- *Counselling:* Applying a comprehensive range of evidence-informed counselling styles, techniques and methodologies aimed at improving the overall well-being of clients.
- *Treatment Planning:* Collaboratively developing a treatment plan based on screening and assessment findings, ensuring that activities and resources reflect the client's needs, strengths and goals. The process also includes monitoring, evaluating, planning for discharge and updating the treatment plan so that it reflects the client's evolving needs and goals.
- *Screening and Assessment:* Selecting, administering and interpreting the results of evidence-informed tools and methods to measure a client's related concerns and inform the care and treatment plan.
- *Developing Others:* Facilitate and motivate sustained learning and create learning opportunities and resources, as well as promote and respect others' needs for ownership of learning outcomes. Includes creation of a continuous learning environment that fosters positive growth in both work and public contexts among peers, clients, client families, communities and other groups (recipients).
- *Effective Communication:* Articulate both verbally and in writing across a range of technologies in a manner that builds trust, respect and credibility and that ensures the message is received and understood by the audience. Includes active listening skills (attending, being silent, summarizing, paraphrasing, questioning and empathizing) and congruent non-verbal communication.
- *Planning and Organization:* Identify and prioritize tasks, develop and implement plans, evaluate outcomes, and adjust activities in order to achieve objectives.
- *Legislation, Policies, Procedures and Standards:* Understanding and using relevant legislation, policies, procedures and/or standards in performing one's work.

**External Posting Period:** January 9<sup>th</sup> - 25<sup>th</sup>, 2019

*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\***