



## Career Opportunity

### Manager - Family Services Employee Assistance Program

#### About Us

Family Services Employee Assistance Program (FSEAP) is one of Canada's premier providers of employee and family assistance program (EAP) services. We currently provide EAP services to over 1000 organizations across the country, serving over one million employees. We are fully accredited by the Council on Accreditation, reflecting our adherence to the highest standards of service quality.

#### About the Opportunity

Family Services Ottawa is looking for an experienced Manager for our Family Services Employee Assistance Program (FSEAP). The Manager-FSEAP will lead and manage this social enterprise ensuring that the FSEAP services and programs are delivered according to the service standards, the goals, vision and mission of Family Services Ottawa.

Reporting to the Director, Operations you will contribute to the overall success of Family Services Ottawa and FSEAP by ensuring exceptional customer support to our corporate clients is continued while supporting the continued growth and profitability of FSEAP's accounts. The Manager-FSEAP also works closely with FSO leadership at all levels to support best practices in service delivery, ensuring quality assurance and adherence to college and professional standards for counselling are being met and managing accounts to meet program goals, targets and standards. The Manager-FSEAP liaises and collaborates with NMC (National Management Committee) who provides strategic leadership to the FSEAP program nationally including support for FSEAP's achievement of desired service outcomes and strategic plan objectives. The Manager-FSEAP ensures appropriate staffing levels are in place to deliver contracted services including hiring and direct supervision of FSEAP program staff.

#### Our Ideal Candidate

As the ideal candidate, you are a strong leader with a University degree in counselling, health, business or human resources, a master's degree is preferred. You have knowledge of mental health in the workplace issues, clinical best practices and interventions. Training and/or certification in critical/traumatic incident response is highly desirable. You will bring experience in business development, relationship management and growing programs, preferably EAP services, including responding to RFPs and RFIs. As a strong people manager with experience in a unionized environment you are able to provide support to counselling staff in the development and delivery of FSEAP programs and services. You are bilingual, (English and French) with a track record of successful relationship building and collaboration, managing program budgets and proactively anticipating and meeting client needs.

If you are a highly motivated leader interested in driving the success of FSO, specifically our Family Services Employee Assistance Program as we help our clients to support a psychologically healthy and resilient workforce, this role may be for you. **Connect with us** <https://familyservicesottawa.bamboohr.com/jobs/view.php?id=59>.