

Date Posted: October 5, 2021	Application Deadline: October 13, 2021
Position: The Clinical Manager – The Walk-In Counselling Clinic (TWICC) and Intake Services	Status: Part time 4½ days a week
	Posting Number: JFS 21 016

Position Summary

As a member of the management team of The Counselling Group (TCG), The **Clinical Manager – The Walk-In Counselling Clinic (TWICC) and Intake Services** involves the incumbent in all aspects of development and planning for:

- a) the delivery of **TWICC**
- b) the leadership of the intake team within TCG.

TWICC

This role includes supervision of staff and sites, staffing, quality control, innovative program development, team building / collaboration, training, and enhanced support services. This manager is responsible for maintaining and developing TWICC as a leading program in the region by promoting service excellence, creating and fostering a positive working environment, continuous improvement, community relations/collaboration, creativity and innovation.

TCG Intake

This role includes supervision of staff, staffing, quality control and improvement, innovative program development, team building / collaboration, training, ongoing communication with all units of TCG.

The manger will work 5 days a week. Some flexibility in hours is expected as services delivery takes place during evenings and weekends as well. The position is based at Jewish Family Services of Ottawa (JFS) and may require some travelling within the Ottawa region. The position reports to the Director of Counselling and Mental Health at JFS. The manger is expected to work both from the office as well as off site.

Qualifications/Experience

- Master's Degree/PhD in Social Work, Clinical psychology or equivalent degree with a minimum of three (3) years of counselling experience and preferably one **(1) year of clinical supervisory experience**
- Registered or eligible for registration with respective Professional Colleges that allow their members to perform the regulated act of psychotherapy.
- Maintains or is eligible to maintain professional liability insurance through their association
- Vulnerable Sector Police Record Check is mandatory
- Experience and training in brief narrative therapy techniques and crisis intervention counselling
- Ability to work well within a team setting
- Ability to provide leadership and vision to the units supervised
- Highly organized work style
- Customer service orientation Knowledge of community resources, working cross-culturally, and an understanding of ethnic-specific service delivery
- English Fluency (Spoken and Written) essential, French and/or additional languages are an asset.

Duties and Responsibilities

- Ensures adherence and accountability to program mandates, agency policies and accreditation standards such as record keeping, client service, privacy and confidentiality etc.
- Coordinates and leads team meetings
- Provides **culturally-appropriate** clinical supervision to a select number of clinicians from various professional colleges and ensure that counsellors receive appropriate staff development and support
- Supervises seconded staff and maintains productive working relationships with the agencies in which staff are working.
- Carries a counselling caseload (up to 14 hours a week, based on discussions with supervisor.)
- Provides leadership and team building for staff
- Understands and follows regulations set by federal, provincial and regulatory agencies.
- Monitors and refines existing programs to reflect client/community need. This includes an understanding of both cultural / ethnic nuances as well as funder requirements
- Supports senior management to deliver funding reports and develops funding proposals as opportunity arises
- Ensures the keeping of statistics and provides them as needed
- Ensures compliance with the highest standards of service delivery
- Plans programming to meet future needs
- Participates in hiring, orientation, supervision and evaluation
- Represents JFS in the broader Community

- Takes on other additional duties as requested by the Director of Counselling and Mental Health

Please send **cover letter and resume** to: HR@jfsottawa.com

Jewish Family Services of Ottawa supports equal opportunity employment. We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Right Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting Jewish Family Services.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.