

POSTING



COUNSELLING SERVICES SENIOR MANAGER

Permanent Full Time (35 hours per week)

Counselling Services

The Counselling Services Senior Manager supports Options Community Services Society's (OCS) strategic vision, planning and service delivery in accordance with the society's mission and goals established by the E-team and is responsible for overseeing the development and delivery of Counselling Programs, in accordance with legislation, regulations, contractual commitments, society policies and commonly accepted practice standards.

Responsibilities include overseeing the day-to-day operations of Suicide Prevention Education and Counselling (SPEAC), Sexual Abuse Counselling (SAC), Family Counselling, PEACE and Fraser Health Crisis Line to ensure that the mandate and goals of the Programs and Options Community Services Society (OCS) are met. The senior manager is actively involved in the planning, development and implementation of effective and efficient services, and, as a member of the leadership team, shares responsibility for the development of policies and plans affecting the services, human resources and financial resources of the society as a whole.

KEY DUTIES AND RESPONSIBILITIES:

- Develops, implements, and monitors program policies, procedures, and systems.
- Oversees the day-to-day operation of the Sexual Abuse Counselling, Family Counselling and Suicide Prevention, Education and Counselling programs.
- Provides regular scheduled individual and group clinical supervision to program staff.
- Oversee development, revision, implementation, and evaluation of new and existing programs to ensure they are up-to-date, innovative, and meet emerging client needs.
- Determines and develops annual program goals and objectives in consultation with staff, the Executive Director, or designate and set and maintain quality levels through audits and evaluations, ensuring all contract objectives are met
- Monitor program risk controls, accountability systems, and utilization to the level in Contribution Agreements, other contracts/business plans, ensuring program objectives are met.
- Lead and/or participate in the development of standard and complex funding proposals and grants for new and revised contracts.
- Maintain an efficient, effective and integrated approach to service delivery data collection, evidence based best practices, and monitoring.
- Oversee entering of current program data into electronic record systems to ensure funder outcomes are aligned with contracts. Maintain accurate, complete and confidential client records.
- Ensures that accurate program and client records are maintained in a confidential manner in accordance with the policies and standards of OCS and to adhere to the contractual requirements of Ministry of Children and Family Development (MCFD) and other funders. Regularly monitors program and client records on the electronic case management system with regular clinical supervisory reviews of client records.
- Prepares reports, describing quarterly and yearly statistics and program outcomes.
- Ensures effective case planning and management, and accountability to referring authorities/agencies.
- Ensures the programs meet and maintain compliance with all relevant accreditation standards.

NOTE: Applicants not selected for an interview will not necessarily be notified.

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- Discusses problem situations and assists in the development of solutions and may participate directly in the provision of services to resolve difficult or sensitive issues or problems.
- Is familiar with Child Welfare and Protection issues and maintains a working knowledge of MCFD policies and procedures. Maintains a positive working relationship with MCFD personnel and other community organizations to collaboratively provide service to clients and community. Is involved in contract negotiations as required.
- Liaises with other agencies, makes referrals as needed, and promotes and fosters a close connection within the community. Represents and/or promotes counselling services and the society at inter-agency and community meetings.
- Manages fiscal, staff and material resources of the program and makes annual budget recommendations.
- Develops funding proposals in consultation with program staff, executive director or designate and funder.
- Must maintain a sound knowledge of the contracting process and standard contract terms and conditions.
- Performs other related duties as required.

Clinical

- Maintains current knowledge of counselling modalities, best practices in relation to the target population, culturally agile service provision, trauma informed interventions and practice.
- As needed, administer assessments to determine client concerns, problems and case outcomes. Specifying case outcomes early and concretely.
- Participates in Integrated Case Management as needed, including transition and discharge planning.
- Provide individual, couple and/or family counselling using a trauma informed approach focused on resolving issues of abuse and neglect.
- Provide statistical and/or narrative reports on services.
- Maintain client and service records in accordance with MCFD requirements, COA standards and agency policy.
- May maintain a caseload of clients.

Community Relations

- Maintain effective relationships with government, stakeholders, service partners, volunteer community groups, organizations, and committees to coordinate the provision of services, influence where appropriate, foster partnerships, collaborate, and exchange information.
- Maintain current knowledge of local, provincial and federal services, resource persons, and significant initiatives of importance to OCS and the community.

Human Resources

- Supervise, provide direction, ongoing feedback, support and recognition to Program Managers and other direct report staff to maximize individual and team performance.

Administration and Finance:

- Manage the financial integrity and accountability of programs, monitor expenditures within existing budgets and guidelines, report out, and make budget recommendations.
- Apply the policies and standards of OCS program manuals, Health and Safety guidelines, completion of critical incident and safety reports, and WorkSafeBC safety standards.
- Research, compile and submit funding, trend, statistics, research information and other reports as requested by the Deputy Executive Director, E-Team, Chief Executive Officer, funders and others.

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QUALIFICATIONS

Education, Training, and Experience:

- Master's degree in a relevant discipline preferably in Clinical Counselling. Equivalent education and experience will be considered.
- Five or more year's successful experience in a management position, preferably in a not-for-profit community service organization.
- Awareness of legislation, regulations and practice standards relating to financial and human resource management and the delivery of counselling services. Knowledge of counselling techniques, legal, ethical and technical issues faced by supervisors of professional counsellors, and services supporting children, youth, families and mental health consumers.
- Knowledge of issues related to women, families, youth and the indigenous population, including intimate partner violence, substance use, parenting and child protection.
- Extensive experience in supervision of professional counsellors and administrative staff.
- Valid First Aid/CPR certificate and current CPI certificate.
- Must have an appropriate valid Driver's License, reliable vehicle, and insurance as per agency policy.

Job Skills and Abilities:

- Excellent understanding of issues including best practices for addictions, mental health, families and children.
- Specialized skills and demonstrated competency in the treatment areas of family counselling, sexual abuse, suicide prevention and counseling in other related areas.
- Expertise/experience as a clinical supervisor.
- Excellent ability to provide clinical assessments, formulations and treatment plans.
- Excellent knowledge of evidence-based practices for clinical presentations.
- Excellent oral, written, facilitation, reporting, and interpersonal communication skills.
- Demonstrated teamwork, leadership and supervisory skills.
- Demonstrated knowledge of financial management and the contracting process.

* An eligibility list will be maintained for up to 6 months

CLOSING DATE:

Resumes will be reviewed starting March 5, 2020 but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Tammy Dyer, Deputy Executive Director
Options Community Services Society

Email: cs.postings@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21516] and outlining your qualifications and related experience for the position.