



FAMILY SERVICES of the NORTH SHORE

Job Posting

Full Time (35 hours/week)

Position:	Program Manager – Clinical Programs
Position #:	21-2153
Reports to:	Director of Clinical Programs
Location:	North Vancouver office
Closing:	May 16, 2021

The Agency:

Family Services of the North Shore is an accredited not-for-profit, community-based agency committed to making a deep and lasting impact in our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

The Programs:

Our Individual, Couple and Family Counselling Program (ICF) provides clinical counselling services to members of the community who are dealing with a variety of clinical concerns including the stress of parenting, anxiety, depression, trauma, family/partner violence and abuse, grief and loss, relationship struggles for individuals, couples' difficulties, and family conflict.

Our Child and Youth Counselling Program (CYCP) provides clinical counselling services on a fee-for-service basis, to children, youth, and their families struggling with a variety of issues, including but not limited to divorce, depression, anxiety, school stress, trauma, neglect, family violence, and grief and loss. The program also offers the Sexual Abuse Intervention program (SAIP), which is a funded service contracted through MCFD supporting children, youth, and their families who have been impacted by sexual abuse, sexual assault, or who are exhibiting sexually problematic behaviors.

With the exception of clients in the SAIP program, services are offered to clients on a fee-for-service basis on a sliding scale (for the first year of service).

The Job:

This is a permanent 1.0 FTE (35 hours per week) position beginning as soon as possible.

You will be responsible for the overall management of the Agency's Individual, Couple & Family Counselling program and our Child & Youth Counselling and Prevention program, including the Youth Leadership Advisory Board (YouthLAB). You will lead current, new, and developing initiatives and identify ways to expand and innovate clinical programming. You will actively seek out partnerships and opportunities to increase the Agency's profile, marketing, and community awareness of clinical programs. You will work with the Director of Clinical Programs on implementing and innovative mental



health strategies and other Agency strategic initiatives. As a leader in the Agency, you will work with the Director of Clinical Programs and Agency leadership to support a culture of excellence focusing on Agency priorities.

You will provide both clinical and employment supervision to assigned staff including performance evaluation towards established goals. You will manage staff assignments and workload to ensure the highest quality clinical service delivery to clients. You will be responsible for ethical, legal and safety issues related to the delivery of clinical programs. You will manage critical incidents and may participate directly in the provision of service to resolve difficult or sensitive issues. You will create and support professional development opportunities and training for staff within the approved budget. You will also provide clinical supervision to clinical interns and potentially external community contracts.

You will manage program fee revenue; participate in budget planning for assigned programs and services, approve all clinical program expenditures to ensure that they are within budget and resource constraints. You will ensure that assigned programs and documentation Accreditation, Performance and Quality Improvement, and industry standards.

You will initiate, write, implement, and lead program related grants; ensuring all grant deliverables are met. You will collaborate as necessary with the Development team on corporate grants. Partners with the Communication team to ensure effective marketing and promotion of programs.

The Candidate:

The successful candidate will have:

- a graduate degree in Counselling Psychology or Social Work or a related field with a minimum of 3+ years of experience providing clinical and employment supervision.
- Current registration in a relevant professional organization.
- 5+ years of clinical experience working with children and adults.
- Clinical experience working with individuals, couples and families who are facing complex issues including violence, mental health, addictions, grief & loss, and conflict.
- Experience working with multiple community stakeholders and partners.
- Experience managing budgets.
- Experience in program development and innovation.
- Experience with electronic client management systems is an asset.

In addition, you have:

- The ability to deal tactfully and effectively with other staff members.
- The ability to juggle multiple tasks efficiently and prioritize work effectively.
- Proficient computer skills including experience with client databases, Microsoft 360.
- An understanding of the importance of excellent file documentation practices.

Family Services of the North Shore is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities to apply to become part of our organization.



Please respond, in confidence, with resume and cover letter to:

Kathleen Whyte

Senior Manager of Human Resources

Family Services of the North Shore

Careers@familyservices.bc.ca

While we thank all applicants for their interest, only short-listed candidates will be contacted.