



Family and Children's
Services Niagara

Les Services à la famille
et à l'enfance de Niagara

For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.

Family Counselling Centre (FCC) Clinical Manager

Reporting to the Senior Manager of FCC, the Family Counselling Centre (FCC) Clinical Manager provides clinical supervision to the staff of the FCC for all programs including Core Counselling, Family Violence, Employee Assistance Program, and a wide range of other clinical programs.

Family and Children's Services Niagara welcomes candidates from racialized groups, First Nation Inuit or Métis persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for candidates with disabilities throughout the recruitment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Key Duties:

Program Planning and Development

- Develops and plans for programs providing a wide range of services to individuals, couples, and families
- Uses initiative and creativity in program development to develop new methods and ideas in continually improving service to families and children
- Maintains standards and delivery of services to ensure effectiveness in meeting the defined requirements of the agency and accreditation standards

Program Delivery and Oversight

- Responsible for holding and maintaining an ongoing caseload
- In collaboration with the FCC Community and Business Services Manager, the FCC Clinical Manager ensures all plans, programs, policies, and procedures are developed and implemented in accordance with relevant legislation, accreditation standards and agency policy and procedures
- Advises, monitors, mentors, and clinically supervises workers in all aspects of planning, organizing, and delivering program services to individuals, couples, and families
- Implements and participates in quality improvement processes and activities
- Ensures that FCC services roles and processes are clearly articulated to the team and that FCC goals and standards are known and are being utilized
- Provides input into possible improvements to programs and services
- Responds to client complaints and documents steps taken and conducts or assists in reviews as required, and makes report findings and recommendations to the Director
- Participates directly in unusual, contentious, or problematic situations consulting with the Senior Manager for direction as necessary

Supervision/Leadership

- Manages, performance evaluation, coaching, discipline, and termination where necessary ensuring accordance to Human Resources policy and within the context of the collective agreement
- Provides clinical supervision to all team members and manages in a manner that motivates, guides and directs employees in FACS values, objectives and performance expectations; maintains a work environment that expects fairness, consistency, respect and approachability while promoting staff participation, teamwork and positive employee relations
- Holds people accountable to standards of performance including conducting annual performance appraisals that support staff in establishing and attaining performance goals
- Works in and ensures that staff work in a manner consistent with the requirements/regulations of the Occupational Health and Safety Act, and FACS policy and procedures

- Exemplifies and inspires behaviours, actions and attitudes that are consistent with FACS vision, mission, values, and Code of Ethics
- As a member of the Management Team, participates in the development and successful implementation of the Strategic Plan
- Provides leadership for the operational success of the FCC team
- Articulates and constantly monitors the efficiency and effectiveness of the team to ensure the highest level of service is being provided
- Reviews, assesses and/or has input into policy and programs that best meet the needs of the team and service delivery
- Provides leadership to designated work groups, programs and/or committees as required

Other Related Activities

- Participates in budget development for all FCC programs
- Ensures own and program/staff expenditures adhere to FACS and FCC policies
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge as required
- Assists in the training and orientation of peers
- Performs other duties as required

Qualifications:

- Master's level with registration in good standing of a regulatory college whose registrants may practice psychotherapy.
- Extensive experience in providing individual (child and adult), couple and family counseling and group treatment
- Minimum 5 years' experience in a supervisory role (to meet minimum requirement for Registered Psychotherapist clinical supervisors)
- Must meet CRPO's "independent practice" requirement.
- Must have completed the CRPO required hours of directed learning in providing clinical supervision.
- Must provide a signed declaration that they understand CRPO's definitions of clinical supervision, clinical supervisor, and the scope of practice of psychotherapy.
- Preference given to candidates that have certification in playtherapy, EMDR, and trauma informed and equity practices.
- Excellent knowledge and experience in human behavior, child development, trauma, family dysfunction (especially multi-problem and abusive families) and social work theory and practice and the ability to transmit this through training, coaching, and mentoring
- Excellent knowledge of legislation and standards governing family counseling services/programs including Ministry standards, Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008. Regulation 299/10 (for APSW program), and the Occupational Health and Safety Act
- Demonstrated competence in administration and delivery of treatment services
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required
- Solid ability to use MS Office applications (e.g. Word, Excel, etc.)
- Excellent ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately
- Excellent written, oral communication and interpersonal skills providing articulate, constructive, meaningful, and timely interaction at all levels with the ability to make complex issues understandable

*Please apply with your cover letter and resume by **October 12, 2021**.*

Please include your salary expectations.

We thank all applicants however only those considered for an interview will be contacted.

Preference will be given to candidates who are bilingual in French and English.

Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.