
POSTING DATE:	June 30, 2025
CLOSING DATE:	July 14, 2025
POSTING NUMBER:	06302025
STATUS:	Internal/External
TITLE:	Program Director (permanent)
DEPARTMENT:	Clinical Services
SUPERVISOR:	Executive Director
HOURS OF WORK:	Full-Time – 35 hours per week
SALARY RANGE	\$90,452 - \$99,842 annually
EFFECTIVE:	To be negotiated.
LOCATION:	417 Bagot Street, Kingston

Resolve Counselling is a multi-service not for profit agency. We are committed to offering high quality counselling and community services in a professional and compassionate environment.

Resolve Counselling Services Canada acknowledges that our Kingston location is situated on traditional Anishinabek, Haudenosaunee, and Huron-Wendat territory and is the home of many Indigenous peoples. We are grateful to reside and work on this land.

Resolve Counselling Services Canada fosters a working environment that reflects our community's diversity and respects people's dignity, ideas and beliefs. Resolve Counselling Services views diversity as its strength and encourages people from all backgrounds, including but not limited to women, racialized groups, Indigenous peoples, Persons with Disabilities and persons who identify as members 2SLGBTQ+ communities, to apply.

Fluency in French and/or other languages would be considered an asset.

Job Purpose

Responsible for leadership of the people and programs with the clinical services portfolio including family, youth and women-focused programs. Serves as the organization's senior clinician and may provide a small degree of direct client service.

Key Accountabilities

Strategy, Planning and Reporting

- Participates as a member of the senior leadership team
- Collaborates in the development of agency-wide strategic and operational plans; includes input into budgetary, risk management & quality assurance considerations
- Develops business plan for the fee-for-service counselling and Workplace Wellness consulting program; oversees proposal submissions, contract development and execution when required
- Ensures performance metrics are developed, tracked, and reported; ensures optimization of information systems and data management processes.
- Familiarity with EMHware software an asset.
- Identifies & reviews operational risks; develops recommendations and action plans
- Develops, maintains, and aligns internal policies and procedures to operational excellence and legislative and regulatory environment

People Leadership

- Ensures an effective organizational model and clarity in roles and responsibilities
- Leads workforce planning and talent strategy including recruitment and retention efforts
- Provides day-to-day leadership and performance management of team members; facilitates team meetings
- Monitors departmental culture and productivity, and intervenes when necessary
- Sensitive to issues related to Equity, Diversity and Inclusion
- Provides clinical supervision and completes performance reviews as scheduled

Financial Management

- Develops, monitors and updates annual budgets, tracks variances, and balances expenditures within program and services allotments
- Analyzes financial data to inform decisions around viability, expansion, reduction, and restructuring of programs and services
- Manages specific program financial allocations
- Reviews and updates service agreements for programs
- Identifies potential sources of revenue; develops potential grant & funding applications.

Stakeholder Relationship

- Develops new client/customer base for fee-for-service counselling and Workplace Wellness consulting programs; works with existing client/customer base to maintain positive relationships
- Establishes and maintains effective communication and coordination with internal and external stakeholders including community agencies, service providers and government funders. Submits reports as required.
- Participates on committees and working groups (local, regional, and provincial); provides input and advice, and undertakes research and information gathering to inform decisions
- Manages client or community complaints; problem solves around challenging situations; attends meetings or case conferences as needed.
- Participates in Board of Director meetings as required.
- Collaborates on organizational community engagement/awareness strategy including submissions to social media, communication with media, community presentations, etc.

Education and Experience

- Completion of a graduate degree in social work or psychology
- Minimum of 8 years previous experience in clinical service in a not-for-profit organization, including three in a leadership role
- Registered with a professional body that enables one to practice social work or psychotherapy
- Qualifies as a clinical supervisor as outlined in their professional body.
- Equivalences will be considered

Other Required Qualifications

- Valid driver's license and proof of appropriate car insurance
- Successful completion of vulnerable sector CPIC