



**Job Title:     **Manager of Clinical Services****

**Location:**                     Ottawa, Ontario, Canada

**Reports To:**                 Director of Addiction and Mental Health

**Job Status:**                 Full Time Permanent / 37.5 hours per week

**Starting Rate of Pay:**     TBD

Rideauwood Addiction and Family Services is a non-profit organization that provides counselling, education and treatment to individuals and families affected by substance use disorders and gambling in Ottawa. Rideauwood serves over 2500 clients yearly in Youth and Adult Programs.

The Manager of Clinical Services is responsible for the direct management and supervision of clinical staff, administration, leadership, and overseeing the ongoing development, coordination, implementation and evaluation of Agency programs based on recovery principles and best practices. The manager will ensure the effective and efficient delivery of addiction services through collaboration with other managers, staff and other care providers and stakeholders.

**RESPONSIBILITIES**

- Provides clinical direction and supports to staff around client cases through supervision, processes, team processes, and, on an as-needed basis;
- Responsible for program management in designated areas;
- Responsible for the quality and integrity of the services provided in designated programs;
- Leads in service implementation, including working with front-line staff on clinical and service delivery issues, advocacy, database needs, and, training and development;
- Leads team meetings with designated staff members;
- Actively reviews program delivery model and provides input on effective improvements;
- Works with staff to ensure that program data is accurately inputted and submitted;
- Works with staff to provide clinical expertise and guidance and coaching as necessary;
- Ensures that the required policies, procedures, and standards are being upheld;
- Actively contributes to Rideauwood’s strategic planning;
- Works to build partnerships with key stakeholders;
- Work collaboratively with Rideauwood colleagues on work deliverables and projects;
- Maintains a working knowledge of program contract deliverables and ensures these are being met in a timely and consistent manner; and,
- Other duties as required.

**EDUCATION, TRAINING, AND EXPERIENCE**

- Degree in human services field such as Clinical Social Work or Counseling Psychology (Master’s level preferred);

- Completion of a formal Clinical Supervision course from a recognized educational institution is an asset
- Professional registration/credentialing/licensure for independent practice with a relevant regulatory body (ie. Ontario College of Social Workers or College of Registered Psychotherapists of Ontario);
- 3-5 years of experience in clinical program administration providing counselling supervision in a clinical setting coupled with direct experience in the mental health and addictions field;
- Demonstrated knowledge of mental health and addiction issues;
- Demonstrated sound clinical judgement, initiative, and leadership in counselling and/or case management programs;
- Demonstrated ability to work both independently and as an effective member of a team;
- Demonstrated administrative management and reporting skills;
- Demonstrated ability to self-organize and prioritize work;
- Demonstrated ability with MS Office Suite of Programs is essential, experience with health care programs such as EMHWare is an asset;
- Proven presentation skills;
- Proven ability to coach, manage, mentor new and existing team members;
- Proven ability to build and lead teams;
- Proven collaboration and external relationship-building skills;
- Excellent interpersonal, organizational, and communication skills;
- Ability and willingness to work hours necessary to complete projects and tasks by stated deadlines;
- Bilingualism (English/French) is a strong asset; and,
- Possession of a valid driver's license and access to a vehicle for travel;

## **WAGE PROGRESSION**

There is a pre-determined salary range for this position. This will be shared with applicants chosen for the next stage of the recruitment process.

**If you are interested in this position, please submit a current resume and letter of interest to HR at [jlymer@rideauwood.org](mailto:jlymer@rideauwood.org) answering the following questions:**

**Based on your experience and practice, and given what you know about this position: (1) what motivated you to apply for this position, and (2) what makes you a suitable candidate for this position?**

### **Deadline for Applications**

**Internal:** Friday, June 18<sup>th</sup>, 2021

**External:** Friday, June 18<sup>th</sup>, 2021



*Rideauwood is an equal opportunity employer. If any accommodations are needed for applicants during the selection process, please notify HR at [jlymer@rideauwood.org](mailto:jlymer@rideauwood.org).*