

	Job Description #	8500
	JD SECTION	
	CLINICAL MANAGER	
	Date Issued:	December 2015
	Date Revised:	February 2024
<u>JOB DESCRIPTION</u> Clinical Manager	Job Description Approval <hr/> Chief Executive Officer	

POSITION TITLE: Clinical Manager

REPORTING TO: Senior Director of Services

JOB SUMMARY:

Reporting to the Senior Director of Services, the Clinical Manager is a key member of the AFS Leadership Team. The Manager will provide both clinical and operational supervision to staff in the delivery of our extraordinary services, during regular office hours and on-call. In addition, the Manager oversees team service planning, the development, coordination, and evaluation of services to clients, as well as, interagency and community development with an innovation mindset. The Manager will lead from a strength-based, solution-focused, trauma-informed, client-centred approach encompassing anti-oppressive practice in a manner that aligns with AFS's vision and mission, organizational values and strategic priorities.

To ensure our clients receive the right services, at the right time, by the right people, in right place, it is the Manager's prime responsibility to promote our culture of care with our staff. When our staff feel valued, inspired, supported and heard, the best conditions exist for our clients to receive extraordinary service, and AFS becomes one of the best places to work.

QUALIFICATIONS:

1. MSW or MA in a clinical discipline, with knowledge of child and adult mental health assessment, treatment planning, wrap-around service delivery, case management, research-based program replication, rural service delivery, clinical supervision, and various therapeutic and developmental modalities. Equivalent combinations of training and experience may be considered.
2. A minimum of five years' work experience in a clinical setting. This experience should encompass:
 - treatment interventions from a feminist perspective for infants, children, youth, adults and families inclusive of:

- MST, CBT, DBT, EMT, Brief Narrative, Trauma informed, ASIST, Separation and Attachment, and Grief
- Individual, couple, family and group counselling
- This includes awareness of the youth's culture, beliefs, family traditions and norms.
- Being trauma informed in the recognition that a youth's acting out or acting in behaviour is often a manifestation of unattended trauma, hurt, and pain often caused by adults they trusted.
- Inclusion of the youth's culture, community, and informal circle of support in the care of the youth.

Current registration and in good standing with a regulated professional college. An RSW or RP is required.

Supervisory and leadership experience, with knowledge of and demonstrated ability in:

- Servant Leadership and Emotional Intelligence leadership approaches;
- clinical supervision at the individual, team, and peer level that is supported through the certification of the supervisor in a clinical supervision program;
- clinical practice standards, related legislation, and regulations;
- the development, monitoring and evaluation of initial assessments and treatment plans;
- case management processes;
- quality and continuous improvement programs including program evaluation;
- budget development and management, and accreditation standards and processes.

Applicants must possess:

- Highly developed client/customer service, conflict and complaint management skills;
- Advanced communication and engagement skills;
- Excellent report writing skills that reflect critical thinking/analysis;
- Strong trouble-shooting skills and ability to capitalize on opportunities (service and organizational);
- Proficiency with computers, devices, and computer software, specifically case management information systems such as EMHware. Also, Microsoft TEAMS, ZOOM, and the MS Office Suite including Word, Outlook, Excel, and PowerPoint.
- A valid Ontario driver's license with the ability to travel and use a personally insured vehicle for business purposes;
- Ability to work flexible hours including evenings, on-call and occasional weekends across various settings (school, home, office, and the community).

The capacity to provide services in both official languages (English/French) is an asset.

DUTIES AND RESPONSIBILITIES:

Under the direction of the Senior Director of Services and within the context of the AFS strategic plan, related legislation and regulations, as well as, agency policies and procedures the Clinical Manager will:

Awesome Team

- *Cultivate a culture of excellence, leadership and respect.*
- *Boldly develop the best in each of us.*

1. Lead by example in inspiring hope and wellness while reflecting our organizational values.
2. Attend and build individual and team morale by ensuring staff are valued, inspired supported and heard (VISH). We want our people to thrive rather than just survive at AFS.
3. Work with HR to hire the right people at the right time.
4. Recruit and orientate new staff.
5. Provide regular dynamic growth-oriented individual and team supervision.
6. Complete annual performance reviews on direct reports including the development and evaluation of professional development plans.
7. Attend to any personnel matters efficiently and effectively in consultation with HR.
8. Establish and maintain professional relationships with staff and also collateral service providers recognizing and promoting interdisciplinary teamwork.
9. Develop the next generation of leaders at AFS by working with HR and the Senior Director of Services to develop, monitor and evaluate succession plans.
10. Adhere and apply all standards and regulations as required under the Occupational Health and Safety Act.

Extraordinary Services

- *Make it easier for people to access the right service at the right time.*
11. Maintain the confidentiality of our clients and client information at all times as per agency policies and procedures; as well as related legislation.
 12. Possess a working knowledge of required legislation governing practice, specifically the Psychotherapy Act; also to fulfill the professional "Duty to Report" any suspected child abuse as required under the Child, Youth and Family Services Act.
 13. Review and provide consultation on initial assessments, treatment plans, and approve all case closures accordingly while providing the appropriate level of support to clinicians in their service delivery.
 14. Review and monitor individual clinician and team caseloads.
 15. Actively manage any service waitlist, pressures and service complaints.
 16. Ensure file reports, clinical recordings, statistical information and other administrative requirements are accurately and promptly completed
 17. Compile quarterly program statistics.
 18. In collaboration with staff identify program/service needs and complete annual service planning, providing quarterly written updates to the Senior Director of Services.
 19. Complete quarterly file reviews and other quality assurance initiatives including annual program/service evaluation.

20. Develop policies and procedures to enhance/refine service delivery.
21. Manage team budgets within the scope of breakeven financial management (no deficit).
22. Provide on-call supervision as scheduled.
23. Manage, monitor and attend to risk management within your service area.

Busting Barriers

- *Reduce process that gets in the way of service*
- *Collaborate with our partners to streamline access to service.*
- *Courageously advocate for better service, flexible funding and simplified reporting*

24. Ensure our commitments under the collective agreement are met.
25. Work with staff, colleagues and the community to identify opportunities to streamline service/business processes.
26. Actively challenge the status quo, systems and/or constructs to identify and develop new opportunities to ensure a more effective, efficient and economic provision of services.
27. Review and share relevant research and literature.
28. Demonstrate a thorough working knowledge of community resources, especially in the area of child, youth, and family services, including primary care, and a willingness to liaise with local service providers and other key resources.
29. Provide system navigation for staff, peers and colleagues.
30. Report any and all significant incidents, complaints, and positive highlights to the Senior Director of Services. (No surprises).
31. Promote and support breakthrough innovation whenever and wherever in the advancement of service delivery/enhancement.
32. Create and ensure AFS is a safe place where diverse people and perceptions are respected from the context of anti-oppressive practice.
33. Manage your unconscious bias, power and privilege.

Inspiring Outreach

- Share who we are, what we believe and how we help.

34. Participate in internal and external committees/meetings as relevant and required.
35. Actively promote the AFS vision, mission, organizational values and strategic priorities whenever and wherever possible.
36. Seek partnership opportunities to advance the AFS mission.
37. Leverage current and past networks to promote and enhance the work of AFS.
38. Champion AFS services internally.
39. Develop and foster strategic community partner and funder relationships to enhance the presence of AFS in the sector and in the communities we serve.

Assume other responsibilities as assigned from time-to-time by the Senior Director of Services.