



Posting No.	NU2024-0211 (Non-Union)	Posting Date:	February 11, 2024
Position Title:	Adult Clinical Services Manager	Position Status:	Permanent Full-time
Location:	Onsite, in-person Marathon, ON		

About Us

Are you looking to gain exceptional experience working to improve mental health and social wellbeing in rural remote communities utilizing a generalist approach? Look no further than North of Superior Counselling Programs (NOSP)!

At NOSP, we are a non-profit multi-service agency dedicated to working together to optimize health and well-being throughout the lifespan. We strive to provide equitable, accessible, and client-driven services that make a real difference in the District of Thunder Bay.

Our wide range of services includes on-site individual and group-based counselling and/or case management for mental health and addictions, school-based counselling, parental support, and access to specialized services like assessment and referrals for live-in treatment programs.

But that's not all! We also provide supportive roles in formal on-site and virtual psychiatry and psychology diagnosis and assessments. Plus, we offer housing case management with rental supplement support programs, and through our incredible dedicated volunteers we provide enrichment and social engagement (EASE) to Adults (18 plus) with a physical disability or older adults (55 plus).

At NOSP, we believe in a generalist approach to care. We aim to collaborate with other service providers to deliver responsive wrap-around, whole-health care through client-directed goal planning. Through clear systems of care and innovative approaches, we aim to provide positive mental health outcomes for young people, adults, and families across the diverse communities of the District of Thunder Bay.

Curious to learn more about who we are and what we do? Visit our website at <http://www.nosp.on.ca> Discover how NOSP is making a difference and join our team in improving mental health and social wellbeing in Northern Ontario's rural remote communities!



Summary

The Adult Clinical Services Manager (CSM) is a full-time permanent role based on-site, in-person in [Marathon, ON](#), with responsibilities that extend across the NOSP catchment area within the District of Thunder Bay. This responsibility also includes site lead for the Marathon and Manitouwadge NOSP offices and communities, as well as providing coverage support for the Children Clinical Service Manager. The CSM plays a crucial role in providing operational leadership, program development, and ensuring high-quality, evidence-based service delivery within the mental health and substance health field. The CSM provides direction and support for clinical and administrative supervision in alignment with NOSP mandates, strategic direction and agency policies with the goal of supporting staff for success within their respective roles, contributing to the overall success of NOSP as an active member of the Leadership Team. Additionally, the CSM actively engages in program planning, management, and evaluation, fostering cross-sectoral relationships and partnerships within communities to ensure the delivery of evidence-based and high-quality programs and services. Reporting directly to the Executive Director, the primary responsibility of this role is to manage Adult Portfolio programs and services within the Recovery Framework. This includes ensuring alignment with NOSP funding agreements, strategic direction, agency policies, our accreditation with the Canadian Centre for Accreditation, and the collective agreement.

Salary range:

\$ 78,304.10 - \$ 93,373.57 per annum*

* potential salary increases may include a sliding scale based on the anniversary of the hire date and a 1.5% increase effective on April 1, 2025.

Benefits:

- Competitive and comprehensive employer paid health and dental benefits, along with paid sick-time
- The Healthcare of Ontario Pension Plan (HOOPP)
- 12 paid days off to honor and observe statutory holidays, including a holiday shutdown during the winter break
- 4-weeks' vacation* with 3 Family Care Days and 3 Floater Days pro-rated for the first year of employment

*vacation entitlement increases based upon number years of employment.

Other Benefits:

- Expense claim reimbursement for mileage and meals when traveling across the district
- Flexible work schedule in accordance with accrual of flex time
- Opportunities for growth and professional development
- Agency Wellness Committee initiatives
- Financial assistance with relocation is available

Benefits of working and living in rural remote communities

1. Peaceful and serene environment: Rural remote communities often provide a tranquil and peaceful setting, away from the hustle and bustle of urban areas. This environment can promote a sense of calmness and tranquility, allowing you to enjoy a slower pace of life and connect with nature.
2. Strong sense of community: Rural remote communities tend to have tight-knit communities where people support and rely on each other. This sense of community can foster a strong social network and a feeling of belonging. You may have the opportunity to build meaningful relationships with community members and develop a sense of camaraderie.

3. Lower cost of living: Living in rural areas often comes with a lower cost of living compared to urban centers. Housing, groceries, and other daily expenses may be more affordable, allowing you to save money or have a higher quality of life with the same income.
4. Work-life balance: Rural remote communities often offer a better work-life balance. With less traffic and shorter commutes, you can spend more time with family and friends or engage in activities you enjoy. The slower pace of life can contribute to reduced stress levels and a greater focus on personal well-being.
5. Opportunities for outdoor activities: Northern Ontario is known for its stunning natural landscapes and outdoor recreational opportunities. Living in a rural remote community provides easy access to activities such as hiking, fishing, camping, and skiing. Engaging in these activities can promote physical and mental well-being, allowing you to enjoy a healthier lifestyle.
6. Personal growth and self-reliance: Living in a rural remote community often requires self-reliance and adaptability. You may have to learn new skills, take on different responsibilities, and become more resourceful. This can lead to personal growth, increased resilience, and a sense of accomplishment.
7. Enhanced quality of life: Many individuals find that living in rural remote communities offers a higher quality of life. The close-knit community, natural beauty, and slower pace can contribute to a greater sense of fulfillment, happiness, and overall well-being.

While lifestyle working in rural remote communities has its advantages, it's important to consider potential challenges such as limited amenities, distance from urban centers, and potential feelings of isolation. However, for those who appreciate the unique benefits, rural remote living can be a rewarding and fulfilling experience.

Core Competencies

<ul style="list-style-type: none"> • Recovery focused and person- centered orientation 	<ul style="list-style-type: none"> • Effective planning, organizational and time management skills
<ul style="list-style-type: none"> • Mindful and self-reflective 	<ul style="list-style-type: none"> • Critical thinking skills
<ul style="list-style-type: none"> • Adaptable and flexible 	<ul style="list-style-type: none"> • Excellent communication skills
<ul style="list-style-type: none"> • Accountable and dependable 	<ul style="list-style-type: none"> • Sound decision-making skills
<ul style="list-style-type: none"> • Strategically and operationally oriented 	<ul style="list-style-type: none"> • Partnership development and relationship building skills
<ul style="list-style-type: none"> • Confident and competent in working with a variety of IT platforms and technology 	<ul style="list-style-type: none"> • Ability to work both independently and within a team
<ul style="list-style-type: none"> • Exceptional leadership skills 	<ul style="list-style-type: none"> • Sound clinical acumen
<ul style="list-style-type: none"> • Creative and innovative 	<ul style="list-style-type: none"> • Resourceful

Job Duties and Responsibilities

Management and Administrative Responsibilities:

- Participate as a collaborative member of the Leadership Team in program planning, management and evaluation, ensuring programs are developed, rolled out, delivered and managed in alignment with agency funding agreements, in keeping with evidence-based practice, utilizing a LEAN framework and within a Recovery framework.

- Participate in program development management and leadership functions, which includes identifying new program needs to address the changing community needs. Collaborate with the Executive Director, Leadership team, and Quality Improvement Committee to develop and implement new, improved services, ensuring the availability of necessary resources such as staff, space, materials, measurement tools, and outcome tools.
- Support and manage programs and partnerships in alignment with agency accountabilities, including funding contracts, Memorandums of Understanding (MOUs), Project Charters, etc.
- Represent NOSP on community Committees and Networks and participate in various community initiatives as assigned by the Executive Director and/or agreed upon by the Leadership Team.
- Develop, establish and maintain effective collaborative working relationships with community partners/ stakeholders to ensure outreach, coordination and integration of NOSP services.
- Gain and maintain an understanding of presenting issues within the community for which this position is site and regional lead, and the presenting issues as they influence the programs and services delivered across the District by NOSP, and communicate and strategize around the same to the Leadership Team in an ongoing manner.
- In collaboration with the Executive Director and broader Leadership Team, respond to compliments, concerns and complaints from the community.
- Respond to and document in a timely manner, serious occurrences, imminent risk concerns and in-house incidents and forward the same to the Executive Director.
- Monitor, collect, analyse and submit data, bringing forward concerns, opportunities and/or recommendations, resulting from the same, to the Leadership Team.
- Participate in the development of an annual, individualized work plan, supporting NOSP's annual operating plan which, in turn, supports NOSP's strategic plan.
- Develop a district-wide travel schedule, collaboratively with the Leadership Team, to ensure personal presence across all sites on a routinely scheduled basis.
- Manage after-hour on-call responsibilities, on a rotating basis with membership of the Leadership Team, supporting EASE staff and volunteers working/volunteering evenings and weekends.
- Be available via cell phone one hour prior to start of agency opening and until agency close to address any issues arising around shift coverage/absences, programs and services, etc.
- Provide coverage for members of the Leadership Team during their absence.
- Maintain regular communication with the Executive Director around activities of the agency.
- Participate in the recruitment of new staff and provide leadership for new-staff onboarding and agency and position orientation.
- Roll-out new and/or updated policies and procedures, educate staff around the same and manage in accordance with the same.
- Participate in accreditation activities and maintenance.
- Participate in research and program evaluation projects within the agency.
- Participate in NOSP Committees and Working Groups, as assigned by the Executive Director or collaboratively agreed upon by the Leadership Team.
- Provide site management for physical sites as assigned by the Executive Director.
- Attend and actively participate in scheduled Leadership meetings.
- Participate in scheduled once-monthly supervision meetings with the Executive Director.
- Develop personal goals for continued learning and engage in ongoing development and self-evaluation.
- Be receptive to receiving and open to providing constructive and timely feedback to the Executive Director and members of the Leadership Team around their performance with the goal of supporting for individual success within their respective roles and with a view of ensuring sound leadership within NOSP, staff

wellness and workplace satisfaction and organizational success, all of which ultimately contributes to the ability of NOSP to effectively meet the needs of individuals, families and community.

Clinical Responsibilities:

- Provide the necessary leadership to support staff for success within their roles.
- Facilitate regularly scheduled 1-1 Supervision/Clinical Supervision meetings with direct reports.
- Lead the formal performance enhancement process for individual staff.
- Facilitate regular file audits in keeping with NOSP policy and with the view of supporting clinical practice and achievement of clinical excellence and compliance with recognized standards.
- Facilitate regularly scheduled team and/or program meetings, etc., ensuring that staff are informed and current around agency and program changes, performance expectations and other agenda items intended to support staff within their roles.
- Support staff in the understanding of and delivery of evidence-based practice within their specific roles.
- Provide clinical support and guidance for staff, as required, when challenging clinical issues arise for which the same is required.
- Be available via phone, text, e-mail or in-person for staff during regular business hours, so as to ensure timely support for staff as required.
- Provide training and coaching for staff as new processes are implemented and be receptive to receiving and responding to feedback around the same.
- Monitor demand for programs and services and corresponding waitlists, balancing demand with existing workload pressures of staff and service delivery practices, and supporting staff and teams with workload pressures while concurrently ensuring the timely delivery of services.
- Support staff with individual learning and development goals.
- In collaboration with the Leadership Team, seek out and organize training opportunities for staff and/or teams as required and/or identified as being beneficial within their roles.
- Ensure availability to address client complaints and to facilitate mediation of the same.
- Maintain confidentiality and work in a manner consistent with ethical guidelines of the Ontario College of Social Workers & Social Service Workers or applicable College.
- Provide leadership for student placements from Colleges and Universities and support the clinical supervision of the same, collaboratively with assigned staff.

Occupational Health and Safety:

- Follow and manage for compliance all NOSP policies and procedures to ensure personal safety and safety of others.
- Maintain up-to-date knowledge of the OHSA, legislative changes and updates as they relate to OHS; and NOSP's Risk Management Plan.
- Following the principles of the Internal Responsibility System (IRS), respond to reports of any observed health and safety risks and/or report the same to the Executive Director.
- Participate as a Management lead in NOSP's OHS Committee and/or support roll-out of Committee recommendations across the agency if not an active member of the Committee.

Additional duties as required to support the effective operation of NOSP and related delivery of services to individuals and families across the District of Thunder Bay.

Qualifications and Requirements *THE “MUST HAVES”*

- University degree (Master’s level preferred) in Human Services, Psychotherapy or related field with related experience working in a mental health and/or addiction agency which provides clinical interventions for individuals and families.
- Demonstrated previous experience in a team lead, management or alternative leadership role.
- Knowledge of and experience delivering and/or managing evidence-based, evidence-informed based clinical practice as it relates to mental health across the lifespan.
- Strong understanding of program data and database management processes and practices.
- Very strong interpersonal skills, adept at relationship building, influence, and persuasion, and demonstrated sound political acumen.
- Demonstrated experience leading and motivating staff, volunteers and partners.
- Proficient understanding and excellent application with the use of technology with experience working with client information systems and other computer software applications.
- Awareness and commitment to valuing the role of diversity, equity, and inclusion in the workplace and within the community being served by the position.
- An understanding of the impacts of intergenerational trauma in the Indigenous community and a sound understanding of culturally relevant approaches in service delivery.
- Clear understanding of how systemic racism and oppression have adversely affected the social determinants of health for BIPOC (Black, Indigenous, and other People of Color) communities with a demonstrated ability to apply an anti-oppressive/anti-racist perspective in service delivery throughout the lifespan.
- Ability to recognize and identify situations where incidents of and imbalance of power and privilege may occur and can result in possible negative impacts for service users,
- Excellent organizational and advanced skills in oral and written communication as well as effective judgment, presentation, and conflict resolution skills.
- Clear understanding of scope of practice as it relates to the positions being supervised and in keeping with the applicable Regulatory Colleges.
- An understanding of the Personal Health Information Protection Act (PHIPA) and the ability to effectively apply privacy practices within the clinical setting and within a rural living context.
- Familiarity with and/or training in CBT, DBT, Trauma Informed Care and/or Mindfulness Practice.
- Extremely organized and able to multi-task several competing priorities at any given time with a demonstrated ability to work both independently and collaboratively.
- A valid Ontario Driver's Licence and the use of a privately-owned vehicle and appropriate insurance coverage.
- Ability to travel across the District of Thunder Bay and/or out-of-District communities, as required.
- Ability to participate in an after-hours on-call rotation, evenings and weekends.
- This position may require working flexible hours contingent upon site, program, agency or community need.

Qualifications and Requirements *THE ‘NICE TO HAVES’*

While not required, preference will be given to candidates with the following:

- Membership in a Regulated Profession consistent with a baccalaureate level of post-secondary education or greater; Social Worker (BSW/MSW with RSW); RN (CPMHN(C)); MA Counselling Psychology or equivalent (CRPO); in good standing.

- Ability to speak French is considered an asset.
- A preference of at least five (5) years' experience working in a mental health and/or addiction agency which provides clinical interventions for individuals and families.
- A preference of at least three (3) years in a team lead, management or alternative leadership role.
- Knowledge of and experience working within a unionized environment in the not-for-profit sector.
- Understanding of issues facing individuals and families living in rural remote communities.
- Excellent capacity to work with multi-stakeholder groups from the corporate, public or not for profit sectors, as well as internal constituents across multiple business functions.
- Working knowledge of Microsoft Office Suite and Outlook and confidence in utilizing other clinical databases and/or platforms (e.g., EMHware, DATIS, CATALYST, Time tracking software, etc.).
- Familiarity with the GAIN Q3 is considered an asset.
- Applied Suicide Intervention Skills Training (ASIST) is considered an asset.
- Certification or specialized training in Quality Improvement, Stakeholder Engagement or Co-Design Methodology, Change Management and/or Project Management would be an asset (e.g., LEAN/Six Sigma training).
- Working knowledge of the DSM V.

Before starting with us

As our work puts us in direct contact with vulnerable persons in our community, with health and safety as a priority, **the successful candidate must complete or obtain** the following before commencement of their employment:

- A Vulnerable Sector police check.
- A positive police check does not automatically disqualify an applicant for a position with North of Superior Counselling, however, the Police Check will be reviewed and evaluated for the purpose of deciding on suitability for employment in relation to the specific duties and responsibilities of the position being filled.

How to apply

Interested applicants should submit a cover letter and current resume outlining your demonstrated education, certification (if applicable), working and related volunteer experience and how you met the specific requirements for this position, and any additional considerations you deem appropriate to the attention of Candace Davies, Executive Director, referencing the **Posting No. NU2024-0211 (Non-Union)** at <https://nosp.bamboohr.com/careers/27>. This position will remain posted until filled.

North of Superior Counselling Programs is an equal opportunity employer. We benefit from diversity of lived experiences in the workplace and encourage applications from qualified candidates who reflect the diversity of the communities we serve. North of Superior Counselling Programs is a participant in the Government of Canada's 50-30 Challenge, a program which challenges organizations to improve access for women and/or non-binary people and other equity-deserving groups, including those identifying as: racialized, Black, and/or people of colour, people with disabilities (including invisible and episodic disabilities), 2SLGBTQ+ and/or gender and sexually diverse individuals, and Aboriginal, and/or Indigenous Peoples to increase the representation and inclusion of diverse groups within their workplace.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and North of Superior Counselling Programs own policies, requests for accommodation will be considered throughout the hiring process.

We thank all applicants, however, only those selected for interviews will be contacted.