

**Nelson Community Services  
JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>COUNSELLING AND FAMILY SERVICES MANAGER</b>
<b>Reports to:</b>	Executive Director
<b>Classification:</b>	Excluded
<b>Supervises:</b>	Counselling and Support employees include: Supervised Visitation/Family Support Worker (1) Family Support Workers (2) Parenting Support Worker (1) Family Counsellor (1) Child & Youth Counsellors (2) Child & Youth Mental Health Counsellor (1) Women's Stopping the Violence Counsellors (2) Women's Outreach Worker (1)
<b>Effective Date:</b>	March 2018
<b>Last Updated:</b>	March 2018
<b>Job Summary:</b>	The incumbent in this position ensures that the day-to-day operations of the Counselling and Family Service Programs are carried out in a professional and efficient manner in accordance with the organization's philosophy, policies, procedures, and standards. The Manager provides ongoing clinical & program supervision, evaluation of all program employees, and participates in a variety of Agency processes and community committees.

**Scope of Responsibilities:**

**A. Program Management**

1. Leads and monitors the day-to-day operation of the Counselling and Family Service programs.
2. Identifies both the physical and program needs of staff; maintains an up-to-date inventory of contents of the program offices.
3. Ensures that the required policies, procedures, and standards are being upheld.
4. Provides leadership and guidance to staff in planning and developing client Service Plans, case conferencing, and case management.
5. Holds regular staff/team meetings to meet program and staff needs.
6. Uses a participatory leadership style to fully engage employees in both program development, service delivery, and service improvement.
7. Engages in research and gap analysis that support the development of new services, enhanced service options, best practices, and service coordination protocols.
8. Develops program proposals and grant applications, as relevant.

**B. Performance Quality Improvement**

1. Develops and annually updates Program Logic Models; conducts program evaluations at the end of each fiscal year.
2. Develops and ensures implementation of each program's goals and objectives.
3. Develops relevant program policies, procedures, forms, etc.
4. Responds to client concerns and complaints regarding service delivery, as per policy guidelines.
5. Tracks and follows up on all Critical Incident Reports.
6. Maintains a working knowledge of all relevant program accreditation standards.
7. Tracks all relevant program data and compiles quarterly PQI reports for the Counselling and Family Service Programs.

**C. Clinical**

1. Provides clinical direction and support to staff around client cases through supervision processes, team processes, and on an as-needed basis.
2. Provides clinical debriefing following crises or emergencies.
3. Leads the Counselling and Family Service Programs case consultation team and provides support to the peer supervision team process.

**D. Contract Deliverables**

1. Maintains a working knowledge of all program contract deliverables and ensures these are being met in a timely and consistent manner.
2. Liaises directly with the Ministry of Children and Family Development Team Leaders around case planning and consultation, case tracking, mutual training needs, service coordination, and teamwork.
3. Accompanies Executive Director in discussions with Contract Managers as required.

**E. Human Resources**

1. Maintains a working knowledge of the Collective Agreement and of all relevant Agency personnel policies, procedures, and standards.
2. Provides input into the development of, and changes to, employee job descriptions.
3. Recruits, interviews, conducts reference checks, and makes recommendations for hiring.
4. Ensures Finance Manager and Administrative Assistant receive new or updated employee information in a timely manner.
5. Orients new program staff; conducts probationary period goal setting and performance reviews.
6. Provides regular supervision to all program staff including an annual performance review and development of a training plan, identifies areas for performance correction, issuing employment-related letters including letters of expectation and disciplinary letters including written warnings, notices of suspension, and termination; identifies performance management issues and assists employees with identifying solutions and creating required changes.
7. Ensures employee safety when working with clients by implementing appropriate policies, procedures, and practices and by monitoring adherence to same.
8. Approves all requests for professional development and training.
9. Reviews and approves monthly timesheets; follow up re: time management issues.
10. Ensures that employees required to drive personal vehicles for work have safe, reliable vehicles with appropriate insurance.
11. Supervises practicum students and liaises with the learning institution.

**F. Program Budgets**

1. Provides input into the annual program budget development process.
2. Manages and closely monitors program budgets, including managing a petty cash float and emergency fund (if relevant).
3. Approves and submits all employee and program expense claims for reimbursement in a timely manner.

**G. Program Reporting**

1. Ensures that program data is accurately submitted, as per Contractor and Agency requirements.

## **H. Community Development**

1. Participates in community committees and initiatives relevant to the delivery of the Counselling and Family Programs, and in regional/provincial groups, as time permits.

## **I. Agency Participation**

1. Actively participates in the Agency's Program Management Team and Performance Quality Improvement Committee, and other relevant working committees, as requested.
2. Attends regular supervision with the Executive Director including an annual performance review and development of a training plan.
3. Participates in professional development relevant to this position.
4. Performs other related duties as required.

### **Qualifications:**

#### **Education:**

Master's degree in Social Work or Counselling. Equivalent combination of relevant undergraduate degree, training, and experience will be considered.

#### **Experience:**

Recent related experience in a management and supervisory role, together with a minimum of four (4) years' clinical work experience ideally within a non-profit setting, complemented by experience in community development work.

### **Additional Skills:**

1. Solid working knowledge of the issues impacting today's families, adults, children, and youth such as child abuse, substance misuse, mental health, and family violence.
2. Knowledge of developmental psychology, trauma-informed practices, family-centered approaches, feminist practice, and adult learning approaches.
3. Working knowledge of a wide range of counselling modalities and perspectives (e.g. Cognitive Behavioral Therapy, expressive therapies, narrative therapy, etc.).
4. Demonstrated work experience in direct clinical service to individuals, families, children, youth, and groups; case management experience; interviewing and assessment skills; cultural competency.
5. Proven skills and experience with providing counselling/clinical supervision; case planning support; and strong team leadership skills.
6. Comfort with providing a range of human resource tasks such as staff supervision, performance management, performance evaluation, etc., including supervising practicum students.
7. Working knowledge of the community social service and Ministry systems and networks, provincially and locally, in particular MCFD.
8. Excellent crisis management, decision-making, conflict resolution, time management, boundaries, and problem-solving skills.
9. Research, program/proposal development, gap analysis, program evaluation, outcome measures skills and experience.
10. Working knowledge of adult learning and community development principles as well as group facilitation and presentation skills.
11. Excellent interpersonal, oral and written communication skills; strong computer skills and other uses of technology.
12. Ability to work with considerable independence and discretion.
13. Ability to build strong, collaborative working relationships with community stakeholders as well as with internal teams and groups.