

**Job Posting
Internal /External**

**Manager, Counselling Services
One year Full-time Position**

Barbra Schlifer Commemorative Clinic offers legal services and representation, trauma-informed counselling and multilingual interpretation to diverse women (self identified), non-binary, intersex, and Two-Spirit people who have experienced violence. We cultivate skills and resilience by fostering safety, dignity and equality and we amplify voices to create individual and collective change. Together with our donors and volunteers, we are active in changing the conditions that create environments of violence and oppression.

We are seeking an experienced Manager for a one-year full-time contract position (with possibility of renewal) to provide leadership to the department and support to the Director of Counselling services.

Duties and Responsibilities

All duties and responsibilities will be carried out in accordance with Barbra Schlifer Clinic's Mandate, Mission and Values Statements.

MANAGEMENT

- Develops, recommends and implements a department budget, monitoring progress throughout the year and taking corrective action
- Oversees and directs the compilation of statistics and reporting to funders, the Director of Counselling, and Executive Director
- Attends management meetings to present department concerns and work with other managers for the good of the Clinic
- Responds to complaints or concerns of funders, agencies, clients and staff; communicates information
- Prepares proposals for funders, seek new funding opportunities
- Responds to client complaints in informal and formal ways as per the policy of the organization

COUNSELLING SERVICES

- Reviews and approves clinical records and provides training related to the preparation of client reports
- Advocates on behalf of and represents client interests within the legal and social welfare systems
- Provides crisis consultation and clinical support for Counselling department staff
- Identifies and implements intervention techniques in crisis situations

AGENCY AND TEAM SUPPORT

- Supports frontline staff in advocating on behalf of clients
- Supports frontline counselling staff, students and volunteers by providing debriefing opportunities, consultation on high-risk and CAS cases and supports team in problem solving
- Acts as designate to Director of Counseling when she is off, which includes: individual and group clinical supervision, identifying issues and mediating conflict in consultation with Executive Director and/or her designate
- Works collaboratively with and supports the diversity of women within the context of a diverse agency
- Leads department meetings, facilitates participation, identifies and resolves issues
- Fosters inter-departmental collaboration to ensure smooth operations of the Clinic and a quality level of service
- Provides information regarding community resources and collateral contacts and recommends resources to counsellors
- Participates in community coalitions, organizations and networks involved in advocacy on behalf of female victims of violence to act as a resource and promote the Clinic
- Supports the Director with the supervision of students and department volunteers, which includes monitoring, training, performance and evaluation
- Engages in a variety of community development initiatives designed to address systemic advocacy issues
- Networks with other resources to exchange information, speak publicly and offer in-service training
- Acts as a consultant to other community agencies
- Oversees counsellor participation in community coalitions, organizations, networks and community development issues involved in advocacy on behalf of women victims of violence

ADMINISTRATION /OTHER

- Monitors staff hours of work, use of vacation and other benefits and approves time off
- Oversees scheduling of staff and volunteers to ensure coverage
- Prepares cheque requisition forms as needed
- Prepares a variety of department reports for the Executive Director
- Complies with Clinic and funder policies and procedures
- Performs other tasks as assigned by management

KEY RELATIONSHIPS

- The Manager of Counselling Services will be a collaborative and supportive member of the Counselling Department and Management Team and will work collaboratively with other staff and Departments as appropriate
- The Manager will report to and be supervised by the Director of Counselling Services

MINIMUM QUALIFICATIONS

- Graduate Degree in Counselling (MSW, M.Ed. C. Psych., etc.) or relevant experience
- Minimum 5 years' experience as a VAW counsellor
- Minimum 2 years' experience demonstrated management experience in the VAW/GBV sector for example Counselling, Transitional Housing and Shelter Services
- In depth understanding of intersectional experiences of gender-based violence, consistent with a trauma-informed approach

- Demonstrated commitment to working from an anti-racist and anti-oppressive framework
- Demonstrated experience of working in a multi-disciplinary and /or not-for-profit environment
- Demonstrated innovation and initiative
- Strong consultation, facilitation, counselling, communication and listening skills
- Demonstrated knowledge and experience with computer software including but not limited to: Word Excel, Outlook, PowerPoint, and EMHware
- Demonstrated knowledge of safe and effective use of self in the counselling relationship
- Membership in a regulatory body e.g. Ontario College of Social Workers and Social Service Workers, College of Psychotherapists of Ontario, etc, and /or a good understanding of the roles and functions of regulatory bodies in the field of social work and counselling
- Fluency in a second language or cultural affiliation with visible minority groups would be considered assets

CORE COMPETENCIES

- Commitment to working collaboratively with and supporting women of diversity within the context of a diverse agency
- Engagement in a self-reflective, ethical and collaborative practice that is non-judgmental and empathic and reflects the vision and mission statements of the Clinic
- Incorporation of principles of diversity and equity in responding to the service needs of women;
- Commitment to working toward removing systemic barriers to women's independence and wellbeing
- Excellent interpersonal, organizational, time-management and problem-solving skills, written and oral communication skills
- Ability to work and support others in the context of a diverse environment
- Ability to work independently and as part of a team in a multi-disciplinary environment
- Be a self-starter, creative and highly motivated
- Share ideas and differences in the spirit of collaboration and cooperation
- Commitment to ongoing personal and professional development

SALARY: This entry level position will start at \$67,993 and includes a comprehensive benefits package offered through a group plan as part of our United Way membership, following a successful probationary period.

DEADLINE FOR RESUMES: May 15, 2021

APPLICATION: Submit your cover letter and resume in ONE attachment to: hr@schliferclinic.com with the subject line of Manager, Counselling Services. In your cover letter, please indicate where you found our job posting.

Barbra Schlifer Commemorative Clinic is an equal opportunity employer that welcomes candidates from equity-seeking groups and is committed to providing accommodations for people with disabilities. Please let us know if you require accommodation due to a disability during any aspect of the recruitment process, and we will work with you to address your needs.

We thank all candidates for their interest. However, only those applicants selected for an interview will be contacted. NO PHONE CALLS PLEASE