



WoodGreen Community Services Job Posting

WoodGreen Community Services is one of the largest social service agencies in Toronto. A founding United Way of Toronto member agency, WoodGreen has grown to span 36 locations and serves 37,000 people each year. WoodGreen helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets and youth find meaningful employment and training. Visit www.woodgreen.org for more information.

Job Posting Date:	April 10, 2017
Job Posting Application Deadline	April 20, 2017 at 5:00 pm
Job Title:	Supervisor, Walk-in Counselling
Program & Unit:	Walk-in Counselling, Community Care Unit
Work Week:	35 Hours/week
Employment Category:	Non-Bargaining Unit – Contract/Hourly - 6 month contract

Program Overview

The WoodGreen Walk-in Counselling Program is an innovative mental health resource that provides immediate, free access to high-quality clinical counselling to a diverse client population. This Program offers an immediate, free counselling session to adults, couples, families and youth on a walk-in basis, serving clients at their chosen time of need. The counselling service addresses a multitude of emotional/behavioural/social concerns, many serious and acute, with no restrictions based on age or catchment area. The Supervisor of Walk-In Counseling is responsible for ensuring effective operations, growth and sustainability of the Walk-In Counselling program and compliance with Accreditation standards and funding requirements.

Position Summary

This position is accountable to the Senior Manager: Counseling, Case Management and Support Services for oversight and coordination of WoodGreen's Walk-In Counseling program. The Supervisor is responsible for the effective operation of the Walk-In Counseling program by providing program coordination and oversight; initiating annual program planning and evaluation; staff supervision and performance reviews; volunteer recruitment, training and coordination; compliance with relevant legislation and organizational policies; program outreach; partnership development; development of program policies and protocols; representing the activities of the Program within the community, the organization, coalitions and partnerships, and other community services. This position is further responsible for monitoring, evaluating, and ensuring that the Walk-In Counseling program and funder outcomes are met.

Hours of Work: 35 hours per week. The incumbent will be required to work Tuesday and Wednesday evenings.

Main Responsibilities:

- Coordinate Walk-In Counseling program, providing operational oversight and quality assurance on the nights when the service operates.
- Develop and/or update operational manuals and protocols for the Walk-In Counseling.
- Develop and/or update program materials to ensure compliance with organizational, funder-specific, and accreditation standards and requirements.
- Identify and implement mechanisms for community and client input to support organizational quality improvement measures and foster ongoing enhancement of the Walk-In Counseling program.
- Identify and actively participate in existing and new partnership initiatives to enhance Walk-In Counseling program and promote its reach and sustainability, as required.
- Ensure organizational, funder-specific, and accreditation standards and targets are met.
- Complete statistics, reports and maintains all records, and forms regarding visits and program/activity enrollment, using a client information database in a timely manner.
- In conjunction with Senior Manager and Unit Director support program development and evaluation activities to plans and implement new services and initiatives that build on and enhance the objectives of the program.

- Provide clinical oversight to staff, volunteer and placement students in the Walk-In Counseling program.
- Facilitate team consultations – providing clinical supervision and guidance to support quality client care.
- Provide direction and support to staff and volunteers regarding program issues; engage in team building and debriefing of crises incidents; implement and monitor clinical supervision supports.
- Supervise Program Assistant and conduct ongoing and annual performance appraisals in accordance with organizational policies and protocols.

Required Education and Registration:

- M.S.W or Graduate degree in Psychology or graduate degree in related field
- Member in good standing with the applicable Professional College.

Preferred Qualifications:

- At least 5 - 7 years of clinical experience in mental health and/or addictions and a proven ability to develop effective services for individuals and communities facing these challenges.
- 2-3 years progressive management experience, preferably in an unionized environment.
- Solid knowledge and skills in the provision of psychotherapeutic counseling with individuals, couples, youth and families.
- Experience providing individual and/or group clinical supervision and strong clinical supervision skills.
- Strong assessment, relationship building, clinical skills, and proven ability to effectively utilize various therapeutic strategies to achieve optimal client outcomes.
- Solid knowledge and skills in various therapeutic modalities and interventions.
- Solid knowledge of the Mental Health Act and related legislation, mental health recovery and harm reduction principles.
- Experience in program development and evaluation.
- Proven ability to foster and maintain partnerships and develop and implement community development initiatives.
- Strong organizational, leadership skills, team building skills, and strategic planning.
- Experience in supervising staff, students, and volunteers.
- Thorough knowledge of community resources.
- Experience working with diverse and marginalized communities.
- Familiarity with funding, budgets, and financial management.
- Ability to liaison with funders and community partners.
- Strong conflict resolution, negotiation, and crisis prevention/intervention skills.
- Excellent multi-tasking and time management skills.
- Excellent verbal and written communication skills.
- Ability to exercise excellent judgment, flexibility, creativity, and sensitivity to changing situations and needs.
- Strong computer proficiency and familiarity with client data management systems.
- Excellent interpersonal skills.
- Experience and interest in working in a multidisciplinary team setting and fostering a supportive, dynamic team culture.
- Second language is a strong asset.

To Apply:

Please submit your resume and cover letter in one document, **quoting the position title in the subject line** as follows:

WoodGreen employees ONLY – apply to hrjobs@woodgreen.org. Please note that external applications sent to this e-mail will not be forwarded and will be deleted.

All other applicants – apply to cjobs@woodgreen.org Att: Irina Sytcheva, Community Care Unit

We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the *Human Rights Code*. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the *Human Rights Code*, the *Accessibility For Ontarians With Disabilities Act*, the *Pay Equity Act*, the *Occupational Health and Safety Act*, and all other applicable legislation.

WoodGreen is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.