



WoodGreen Community Services *Job Posting*

Our Vision:

A Toronto where everyone has the opportunity to thrive

Supervisor, Walk-In Counselling Competition #2019-46-CC

Employment Type:	Contract (ending March 31, 2020), Non-Bargaining Unit
Work Hours:	35 hours/week, Mon/Thurs/Fri: 9am-5pm, Tues/Wed: 1pm-9pm
Application Deadline:	September 18, 2019 by 11:59 pm

Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 81st year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit www.woodgreen.org to learn more about who we are and what we do.

Program Overview – Walk-In Counselling, Community Care

The WoodGreen Walk-In Counselling program is an innovative mental health resource that provides immediate and 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.

What You Will Do

- Coordinate Walk-In Counselling program, providing operational oversight and quality assurance on the nights when the service operates.
- Develop and/or update operational manuals and protocols for Walk-In Counselling.
- 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 for the Walk-In Counselling.
- Identify and actively participate in existing and new partnership initiatives to enhance Walk-In Counselling program and promote its reach and sustainability.
- Complete statistics, reports, and maintain 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 plan and implement new services and initiatives that build on and enhance the objectives of the program.
- Facilitate team consultations providing clinical supervision and guidance to support quality client care. Provide direction and support to staff, volunteers, and students regarding program issues; engage in team building and debriefing of crises incidents; and implement and monitor clinical supervision supports.
- Supervise Program Assistant and conduct ongoing and annual performance appraisals.

What You Bring to the Team

- M.S.W or Graduate degree in Social Work, Psychology, or a related field.
- Member in good standing with an applicable Professional College.
- At least five (5) 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.
- At least two (2) years of progressive supervisory experience, preferably in a unionized environment.
- Experience providing individual and/or group clinical supervision.

What Will Set You Apart

- Solid knowledge and skills in the provision of psychotherapeutic counselling with individuals, couples, youth, and families.
- 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.
- Thorough knowledge of community resources.
- Experience working with diverse and marginalized communities.
- Familiarity with funding, budgets, and financial management.
- Ability to liaise with funders and community partners.
- Strong conflict resolution, negotiation, and crisis prevention/intervention skills.
- Excellent multi-tasking and time management skills.
- Excellent verbal, written, and interpersonal 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.
- Experience and interest in working in a multidisciplinary team setting and fostering a supportive and dynamic team culture.
- Second language is a strong asset.

Why You'll Want to Work With Us

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary/excellent benefits for full-time, contract (1+ year), and PSW employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

To Apply

Submit your resume and cover letter, **quoting the competition # in the subject line**, as follows:

WoodGreen employees ONLY to:	hrjobs@woodgreen.org
External applicants to:	ayeatman@woodgreen.org

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.