



## Job Description

Position Title:	Senior Manager, Clinical Services
Reports To:	Director of Clinical Services and Live-In Treatment
Program:	Counselling/Therapy
Location:	Head Office – 636 Kennedy Road, Scarborough.
Status:	1 FTE (35hrs/wk)
Bargaining Unit	No

### Position Purpose

The Senior Manager, Clinical Services, in collaboration with the leadership table, is responsible for setting the direction and service delivery for YouthLink’s Individual, Family and Group Therapy. Reporting to the Director of Clinical Services and Live-In Treatment, and as part of the leadership team, this role provides leadership to YouthLink in service of the mission. This includes actively setting the tone for the culture of the organization and centering YouthLink values and approach in all decision making while managing and supervising a multidisciplinary clinical team to ensure quality treatment of youth and their families. Based in Scarborough, this position must be deeply competent in, and committed to, promoting equity and Black excellence in everything YouthLink does.

As a leader at YouthLink, this position requires strong leader character and judgement, and deep commitment to driving the mission in service of the community.

### Programs and Services reporting up to this role:

What’s Up Walk-In (WUWI) Counselling  
Brief Therapy  
Short Term Treatment for families  
Ongoing Individual Psychotherapy  
Family Therapy  
Group Therapy  
Internal and Community Critical Incident Stress Debriefing.

### Duties & Responsibilities

### Highlights of Your Role

#### Programs and Services:

- Leads the delivery of outpatient children’s mental health core services to youth from 0-24 and their families through individual, family and group therapy.
- Develops, fosters and evolves the Clinical Teams vision, philosophy and objectives.

- Leadership of clinical team meetings, clinical rounds and group supervision.
- Establishes and maintains a coherent multidisciplinary team of clinicians whose individual and collective efforts work for the benefit of the clients of the agency.
- Provides best practice Clinical and Administrative Supervision to direct reports for individual/family and group psychotherapy.
- Establishes and maintains accountability mechanisms, such as observation of therapy sessions, review and approval of therapeutic reports, establishes and evolves criteria for required multidisciplinary consultation and caseload review.
- Develops and implements self assignment mechanisms for therapists to assign cases to themselves.
- Provides case consultation for other YouthLink programs and teams.
- Provides performance evaluations of direct reports, completing ongoing assessment of staff development needs.
- Develops and disseminates the clinical team schedule with assignment of programming duties.
- Manages disciplinary procedures and handling of grievances at stage one for direct reports, in consultation with the Senior Director of HR.
- Confirms, approves and debriefs serious occurrences and critical incidents occurring within the clinical team; approving reports to the Ministry.
- Ensures the collection of statistical, research and program evaluation information regarding the Clinical Team.
- Responds to client and staff complaints promptly and appropriately in accordance with agency policies.
- Ensures the purchase of all resources, testing equipment, library and audiovisual materials as needed for the clinical activities of the clinical team.
- Provides and oversees the delivery of Critical Incident Stress Debriefing internally within YouthLink programs and externally in the Community.
- Works closely with the Senior Manager of Clinical Operations to streamline processes within the clinical portfolio.
- Any other duties that fulfill the mission of the organization.

**Strategic Planning, Service Planning and Implementation:**

In partnership with the leadership table and working collaboratively with the front-line team members, this role helps to build effective strategies to fulfill the mission and manages all aspects of successful implementation. Conducts regular environmental scans to assess community need, effectiveness of service delivery on the ground, emerging issues, and partnership opportunities. Has a strong projection of emerging issues and strategy for the community over 2 years.

**Thought Leadership:**

Is an emerging thought leader, and strives to remain abreast of latest practice and emerging trends in program and service delivery. Embraces research and innovation, and shares learnings from YouthLink to advance sector-wide understanding of the issues and effective interventions.

**Program Development and Project Management:**

Works in collaboration with fellow managers and outside partners to oversee the development and delivery of exceptional, collaborative, evidence-based, best practice or innovative program

and service delivery to the community. Embraces strong program evaluation and continuous improvement. Manages projects that contribute to the operational and service plan.

**Risk Assessment and Regulatory Compliance:**

Manages organizational risk and opportunities at the program level; develops and implements risk mitigation plans. Ensures full compliance on all program regulatory standards.

**Policy and System Development:**

Makes recommendations to strengthen policy, systems, guidelines and participates in creating supporting documentation and processes to support the delivery of exceptional programming.

**Equity, Diversity and Belonging:**

Proactively and enthusiastically stays updated on best practices as it relates Equity, Diversity and Belonging at the program level. Works collaboratively with other leaders to embed best practices into all programs, operational goals and processes.

**Key Performance Indicators and Outcome Reporting Management:**

Collaborates in the development of program KPIs and ensures they are established for every area; ensures timely and accurate reporting on progress.

**Organizational Culture and Leadership Development :**

Understands visibility as a key role model and sets the tone for the culture of the organization. In addition to being exceptionally skilled in Human Resource practice, proactively and intentionally develops emerging and current leaders in their skills and opportunities.

**Advocating for Systemic and Policy Change:**

Stays current on systemic barriers and needed policy change that would benefit young people and their families and actively works to create change.

**Finance:**

Oversees financial management of departmental spending and ensures controls are met. Can create projections for the remaining fiscal year and can build program budgets.

**Partnership Development:**

Is a visible representative of YouthLink at various networking and program delivery tables.

**Resource Development:**

Actively supports organizational philanthropic efforts. Builds partnerships with funders who are supporting their programs and builds funder reports.

## **Requirements**

**Education and Qualifications:**

- Master's degree in a psychotherapy related field.
- Licensure/registration in a regulated health college which permits the delivery of the controlled Act of Psychotherapy.
- Clinical Supervisory Designation specific to providing the controlled act of psychotherapy for individual and family therapy supervision.

- Coursework that demonstrates continual learning in Equity, Diversity and Belonging practices.
- Dialectical Behavior Therapy (DBT) Certification, Level 1 & 2 an asset.
- Critical Incident Stress Debriefing Certification is an asset.
- Canadian Association for Marriage & Family Therapy (CAMFT) Clinical Supervisor Certification an asset.

**Knowledge of:**

- Current on best practice and current literature in the field of Psychotherapy and Family Therapy.
- Youth developmental stages and positive youth development.
- Concepts of power and privilege, social location, equity, intersectionality.
- Impact of childhood, racial and intergenerational trauma on youth development.
- Best practice Trauma Assessment and Treatment modalities to metabolize and heal trauma.
- Family systems and social ecology of young people.
- Best practice for individual psychotherapy and family therapy.
- Best practice in Evidence based DBT.
- Best practice in the sector.
- Knowledge of the Scarborough community a strong asset.

**Experience:**

- Three or more years providing Individual Psychotherapy and Family Therapy.
- Three or more years providing Clinical Supervision to Psychotherapists and Family Therapists.
- Four or more years of relevant management experience in youth services, mental health or a related field.
- Demonstrated experience in two or more of: human resource management (union experience a strong asset), financial management, program management, evaluation design, or systems design.
- Demonstrated experience in implementing equity strategies in programs and services.
- Demonstrated experience in providing evidenced based DBT an asset.

**Key Competencies:**

- Displays clinical leadership skills gained through many years of progressive, responsible, clinical practice.
- Effectively provides the Act of Psychotherapy, Family Therapy and Clinical Supervision.
- Mobilizes People and Drives Change.
- Collaborates with Partners and Stakeholders and builds consensus.
- Is Reflective, Fosters Learning, Promotes Innovation and Effectively Guides Change.
- Achieves Results, demonstrates and requires strong Accountability.
- Champions Equity, Inclusion and Belonging with a specific focus on Anti-Black Racism.
- Demonstrates Strong Character and Judgement.

<https://www.ivey.uwo.ca/leadership/research-resources/leader-character-framework/>

**Other Requirements:**

- Vulnerable Sector Check required.

## Working Conditions

Typical office environment. Counselling, Therapy and Group Sessions occurring 2 evenings per week. Occasional travelling required. Participation in the Agency's on-call rotation for 24/7 facilities.

## Physical Requirements

Nil

## Direct Reports

6-8 FTE Youth & Family Therapists  
1-2 FTE Clinical Counsellors  
1-3 FTE WUWI and Brief Counsellors

## Indirect Reports

Nil

<b>Employee Name (<i>please print</i>)</b>	
<b>Employee Signature</b>	
<b>Date</b>	