



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-0168	Manager, Community Counselling Services	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Counselling Services	Director of Child Family and Community Wellness	Gensen Building

PURPOSE OF THE POSITION

In accordance with best practices, program standards, and ethical guidelines, the Manager, Community Counselling Services is responsible for the culturally relevant, and efficient operation of Mental Health and Addiction Services to ensure clients receive safe, quality care as well as timely access to resources. This position plays a key role in establishing an integrated process that will allow the monitoring and evaluation of the quality and safety of care and services provided to a complex and vulnerable client population. This is to ensure harm is not done through inappropriate delivery of counselling and therapeutic services to children, youth, adults, seniors, couples and families through individual or group sessions.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or the Náydi Kúé Building. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which includes Physiotherapy, Occupational Therapy and Speech-Language Pathology; and a full range of Support Services.

Reporting to the Director of Child Family and Community Wellness, and is responsible for the management and provision of operational leadership to the Clinical Supervisor of Child & Youth

Counsellors, three Mental Health & Addictions Counsellors, two Community Wellness Workers and an administrative assistant. In addition to leading the provision of existing programs and services, the incumbent will modify existing programs to suit the realities of providing services in different communities throughout the region; identify additional programs or services required due to local realities, and research best practices in other jurisdictions for possible inclusion within the Hay River region.

The incumbent provides input to the Director of Child Family and Community Wellness regarding modifications to programs and services and the development and administration of the annual budget. The incumbent drafts the Community Counselling Operational Plan and budget, statistical reports, monthly reports, briefing notes, and any other report as required by the Director for review of Senior Leadership.

In delivering services, the Manager, Community Counselling Services collaborates with local stakeholders, including but not limited to: Family Support Centre, Social Services, Supportive Living Services, HRHSSA medical and nursing staff, Soaring Eagle Friendship Centre, South MacKenzie Correctional Centre, school counsellors and teachers, and various government agencies.

As an active member of the counselling team, the Manager will also provide advanced clinical counselling and therapeutic services for residents as required. In mentoring staff, the Manager operates from a basis of evidence-based counselling and therapeutic models with a philosophy of providing screening, intake, assessment, counselling, treatment, aftercare, education, and prevention services to enhance the capacity of individuals and families to take control of their health and well being and prevent harm. This involves having the skills to provide service for various cultural groups, which includes serving a diverse population of elders, adults, adolescents, children and families. The incumbent is encouraged to consult with psychologists and psychiatrists within and outside the NWT concerning difficult cases.

The caseload of Community Counselling Services, including the CYC program, tends to be varied, complex, demanding and occasionally crisis-oriented. The range of presenting issues that these programs must be prepared to handle includes, but is not limited to psychological disorders, abuse, addictions, the impact of suicide, marriage and family conflicts, the family of origin issues and grieving, family violence, crisis intervention and various offender behaviours.

RESPONSIBILITIES

1. The Manager provides leadership and direction to the Community Counselling Team, including the Clinical Supervisor and Child and Youth Counsellors, in the delivery of quality-based services.

Main Activities:

- Provides leadership and clinical supervision to the Mental Health & Addictions Counsellors, Community Wellness Workers and the support staff to ensure that all mental health and addiction, community wellness, family violence, and client/patients served by HRHSSA receive equitable, efficient, appropriate, accessible, timely and safe mental health and addiction, family violence,.
- Oversees and supports the Clinical Supervisor, Child and Youth counselling in the delivery of services.
- Collaborates with the Northwest Territories Health & Social Services Authority (NTHSSA) Territorial Manager, Mental Health and Addiction Services (MHAS) and the Department of Health and Social Services (DHSS), to identify current and future delivery requirements in Mental Health and Addiction Services through consistent territory-wide program development.

- Provides ongoing individual and group clinical supervision sessions using a variety of clinical supervision models and intervention techniques including but not limited to solution-focused, cognitive-behavioural, narrative, developmental, systems, and/or expressive therapies models.
 - Develops a relationship of safety and trust in order to provide support to staff experiencing new and challenging situations. This includes being able to support counsellors' strengths, as well as encouraging and teaching counsellors to use new and/or different skills and intervention techniques.
 - Assesses and problem-solves factors that may impact the clinical supervision relationship including staff resistance, shame, anxiety, transference and counter-transference, and the need to portray self in a positive light.
 - Assists staff in examining aspects of their own behaviour, thoughts, or feelings that are impacted by work with clients, including barriers with their work with clients and peers.
 - Develops clear and concrete clinical and educational interventions tailored to the needs of staff and their clients taking into account the learning style, developmental level, and beliefs of staff.
 - Teaches mentors and provides training in clinical expertise, which may include assigning readings, assignments, and/or case reports.
 - Participates in the recruitment, selection, and orientation and performance management of the Supervisor of Child & Youth Counselling, Mental Health Counsellors, Community Wellness Workers, and support staff positions.
 - Develops a human resource plan that provides staff with opportunities for personal and professional growth and development.
 - Participates in multidisciplinary meetings and task forces as required.
 - Acts as the first line of assistance for staff dealing with unusual or complex occurrences.
 - Deals with conflicts between staff, clients, families and members of the Community.
 - Authorizes vacation and sick leave, and makes recommendations on the authorization of other leave requests.
 - Oversees the ordering of supplies, and approves requisitions up to the assigned limit.
2. The Manager ensures that the Child and Youth Counsellor Initiative is delivered in a way that builds relationships and trust with students, their families and the community founded upon the values of cultural humility and cultural safety.

Main Activities:

- Meets regularly with the Regional Inclusive Schooling Coordinators and the Regional CYC Subcommittee to ensure program delivery is consistent with the mission of the CYC program.
 - Ensures the clinical supervision covers clinical oversight of case conceptualization and therapeutic approach, safety and risk assessment, ethical conduct for counsellors, appropriate record keeping and file management and referral processes.
 - Ensure the CYC staff know the community counselling program (CCP) standards and ensure communication when standards change in any way.
 - Ensure the CYC staff is orientated to the scope of mental health services for example CCS program in the community, health centre staff, On the Land programming, outpatient psychiatry and acute care services etc.
3. The Manager leads, manages and supervises mental health and addiction service delivery in response to local client, family and community needs.

Main Activities:

- Collaborate with other community-based and department service providers in the HRHSSA region to ensure coordinated and seamless service provision of Mental Health and Wellness programming.

- Evaluates clinical competency levels of staff to monitor and safeguard services for clients. This is a primary responsibility in ensuring that harm is not done to clients. It also provides staff with the motivation to evolve, change, and grow.
 - Develops evaluation methods to be used in clinical supervision, which may include self-reporting, case notes, scaling questions, videotapes, client evaluations, and client outcome data.
 - Provides regular, timely, objective, and balanced feedback regarding staff competencies. This includes communicating what level of performance meets program standards as well as communicating when staff performance is below expectations. Feedback may include a focus on counselling skills and/or behaviours that need to be changed.
 - Oversees documentation including case notes, file management, report writing, and referrals for treatment.
 - Gives specific instructions and direction to staff with regards to ethical and legal issues.
 - Monitors staff case workloads, debriefs difficult and complex cases (i.e., trauma, abuse, concurrent disorders, chronic mental illness), and assists in managing crisis situations to limit staff burnout and vicarious trauma.
 - Is responsive to community needs, culturally appropriate, and supports individual and community empowerment and engagement.
 - Intervenes in cases where staff may place clients at
4. The Manager is responsible for independently, and as part of the counselling team, providing advanced comprehensive mental health, addictions, and family violence services, including case management and consultation.

Main Activities:

- Take a lead role in case management and case planning for mental health, addictions, and/or family violence clients. This includes taking a lead role on the counselling team in service planning for clients with mental health and addictions issues.
 - Functions as the primary therapist for a small number of complex and advanced cases (i.e., trauma, abuse, children's mental health, suicide).
 - Match advanced treatment and intervention to clients, their families and direct program standards for all aspects of addictions, mental health and family violence counselling (short and long-term)
 - Responds to requests for assistance in critical care situations (i.e., suicide) either in person or by phone.
 - Researches clinical best practices for implementation within the Hay River program.
 - Provides and seeks seasoned knowledge and professional consultation for Doctors, Nurses, Social Workers, Teachers, legal and other program stakeholders.
 - Contributes to the evaluation, modification, and coordination of new and/or existing programs to ensure community needs are being met.
5. Advocates and provides leadership in all matters concerning Mental Health, Addictions, and Family Violence Services. As a primary provider of Mental Health and Addictions Services within the Hay River area the incumbent is responsible for ensuring that members of the counselling team and other community agencies (CSSW's, Probation, Justice Committee's, RCMP, Nurses, Teachers, Homecare, Band Councils, Non-Government Organizations, etc.) are up to date on mental health, addictions, and family violence issues within the area.

Main Activities

- Develops and provides community awareness and education. This includes but is not limited to presentations and/or workshops that raise awareness of relevant mental health, addictions and family violence issues within the community.
- Provide orientation and training on mental health, addictions, and family violence to key stakeholders within the community (i.e. RCMP, Nurses, Schools, Non-Government Organizations, Band Councils, etc...).

- Provide materials and expertise to community groups.
- Provides orientation for staff from other Departments and Physicians (if necessary).

Position Role in Client & Staff Safety:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Seasoned knowledge of therapeutic treatment options as well as the skill and ability to provide such treatment to people of all ages with mental health and addictions issues.
- Advanced knowledge of clinical supervision theories and techniques, including motivation, education, evaluation, performance standards, and ethical guidelines for the provision of clinical supervision.
- Seasoned knowledge of strategies and interventions that have been scientifically validated for addictions, mental health and family violence. This includes strategies for concurrent or dual disorders, suicide prevention, harm reduction model for certain client groups, use of stages of change model, use of multi-disciplinary teams or health care providers, withdrawal management, use of cognitive behavioural approaches for depression, anxiety, post traumatic stress disorder and other.
- Working Knowledge of the different referral agencies/services available within the NWT (and community) for those individuals who require in-patient or alternative (such as psychiatric) assessment and care.
- Seasoned knowledge of the biopsychosocial presentation, determinants and precipitators of mental health and mental health disorders and the biopsychosocial presentation, perpetrators and models of addictions (abstinence model, moral model, harm reduction model, etc.) in order to recognize and interpret findings and determine an appropriate treatment plan.
- Working knowledge of epidemiology, etiology, biochemical, developmental and neurological foundations of mental health disorders and addictions.
- Seasoned interviewing, counselling and leadership skills including an ability to listen and have effective communication strategies for dealing with different groups of people in various crisis situations.
- An ability to appropriately use and provide education in the use of clinical, diagnostic and treatment planning terminology with clients, other health care providers and referral agents.
- Seasoned knowledge of the *Diagnostic Standards Manual of Mental Disorders Fifth Edition (DSM – 1V)*, classification system, psychopharmacology and psychophysiology of disorders.
- Seasoned knowledge of current trends in addressing psychological outcomes of violence, including interpersonal therapy, supportive counselling, group support and cognitive behaviour strategies.

- Knowledge of and an ability to refer clients to traditional healers and elders.
- Ability to apply knowledge of the NWT Mental Health Act and knowledge of Child and Family Services Act and other applicable policies and NWT legislation.
- Understanding of the community demographics, values, culture and history to be able to participate in community development issues.
- Knowledge of and an ability to network resources within and outside the region to ensure support for clients and their families.
- Seasoned knowledge and skill in modeling and educating about of the importance of and limitations to confidentiality.
- Ability to communicate (orally) effectively in a cross cultural setting
- Ability to draft written documents, which are clear, concise and easy to understand by both professionals and non-professionals.
- Adherence to a professional code of ethics.
- Good office computer skills and knowledge.

The knowledge, skills and abilities required for this position are typically attained by a Masters degree in counselling psychology, clinical psychology, or social work with three years of relevant counselling experience in a scope of practice or experience restricted to addictions, mental health, and/or family violence, or an equivalent combination of education and experience. The education or work experience of the Manager should include clinically supervised experience. Clinically Supervised education or work experience includes counselling and clinical experience obtained under a qualified supervisor and includes at least 800 hours where at least 400 hours is direct client contact. In addition, the incumbent must have proven supervisory and program design/evaluation experience. A minimum of two years' experience in an in a supervisory/managerial role is required.

WORKING CONDITIONS

Physical Demands

The physical demands of the position can lead to physical fatigue in that the position can be fast-paced. There will be times (10%) when the Manager may be required to provide services to clients and the community at large during out-of-office hours, such as when crisis situations occur in the community.

Environmental Conditions

The majority of incumbents' work is provided within an office/clinic setting.

The Manager occasionally works with clients that may present as dangerous and/or unpredictable.

Sensory Demands

Forty per cent (40%) of the incumbent's day will be spent providing clinical supervision, education, and leadership for Counsellors and administration staff.

On average, ten per cent (10%) of the incumbent's day will be spent providing direct therapeutic services for clients, requiring the use of the combined senses of touch, sight, smell, and hearing the during assessment and provision of counselling services. This involves the use of the whole self (the self is the tool in counselling) to tune into the clients' message through verbal, non-verbal and other conflicting messages. The incumbent must be constantly aware of the client's physical and emotional needs (mood, hygiene, etc.) when screening for mental health/addictions assessment and treatment services.

In dealing with clients who are working through experiences of childhood and adult trauma, it is necessary to listen to their words as well as their tone of voice, timbre of voice, and body language, as it is not unusual for 'flashbacks' and dissociation to occur, sometimes without the client being

aware of it, making it necessary for the Manager to reorienting the client prior to ending the session.

In working with children, who often communicate through symbolism and metaphor, it is necessary to be attuned to the various ways children communicate their thoughts, feelings, and needs including body language, play, stories, energy level, tone of voice, and other verbal and non-verbal cues.

The incumbent will spend 50% of their day on planning, assessment, financial and other administrative duties within an office setting focusing, which will include working on a computer terminal.

Mental Demands

The incumbent works in an extremely stressful environment where there are considerable mental demands in providing clinical supervision of staff. Mental stress is caused by the high-volume of work and the need to maintain tight and often conflicting deadlines. Stress is also caused by constant interruptions and by the requirement to deal with staff who are encountering difficulties with (e.g. clients, performing their job, suffering from job-related trauma, stress or personnel difficulties). There is considerable stress associated with the unpredictability of the work and the mental demands associated with assessments and life-altering decisions that must be made. Stress is caused by the conflicting dual roles and ethical dilemmas that staff often finds them involved in dealing with friends, neighbours, relatives or social acquaintances as well as victims and perpetrators. The incumbent must have the appropriate skills to deal with this fatigue and ensure that the necessary clinical supervision is conducted.


The evaluation component of clinical supervision is a highly complex and personal experience. Staff may resist participating because it requires taking risks and being vulnerable. At times staff may not disclose certain behaviours, experiences, topics, or ethical dilemmas because of the evaluation component. As well, staff may not comply with treatment plans for clients. This is stressful for the Manager who has an ethical and professional responsibility to the clients receiving service.

The Manager must be prepared to provide support following a critical incident with little or no notice as part of a debriefing team. Such incidents may involve the loss of life through situations involving suicide, fires, accidents, etc...Within this capacity, the Manager will be exposed to secondary trauma disorder.

In this profession, there is some level of uncertainty in knowing what to expect while at work. People in crisis can be abusive to those trying to help. As a result, there is legitimate concern about the risk of verbal or physical assault (i.e. Clients or family members under the influence of drugs or alcohol).

CERTIFICATION

Position Number: U-01-68

Employee Signature	Supervisor Title
Printed Name	Supervisor Signature
Date	Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
	Oct 24 2022
Director/Chief Executive Officer Signature	Date
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

"The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position".

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