



**Program Manager Counselling Department
Permanent Full-time Position
Internal/External Job Posting**

The Barbra Schlifer Clinic offers legal representation, professional counselling, court support, transitional and housing support, and multilingual interpretation to women who have experienced violence. Our diverse, skilled and compassionate staff accompany women through personal and practical transformation, helping them to build lives free from violence.

We are a centre by, for and about women. We amplify women's voices and cultivate their skills and resilience. Together with our donors and volunteers, we are active in changing the conditions that threaten women's safety, dignity and equality

We envision a world where diverse women:

- Build lives free from violence
- Work together to create a more just world
- Live their own lives in respectful communities that provide meaning and belonging

The Barbra Schlifer Clinic is seeking an exceptional, visionary and skilled **program manager** for the counselling department. This position reports to the **director of counselling** and includes program and service delivery, and oversight of the counselling department's student program. This position commences as soon as possible.

The successful candidate must have a minimum of five years counselling women survivors of gender-based violence sixteen (16) and up from a trauma-informed perspective. The successful candidate will have a minimum of two years supervising violence against women (VAW) frontline staff and students on placement. It is also necessary that the successful candidate has experience counselling racialized, marginalized and religiously marginalized women, including non-English speaking and newcomer women. Demonstrated skill in facilitating closed and open groups with trauma-specific modalities is required.

The candidate will demonstrate the ability to manage all aspects of the counselling department. You will provide exceptional direct service in a warm, friendly and efficient manner in keeping with an anti-oppression framework.

DUTIES AND RESPONSIBILITIES INCLUDE:

- Develop and implement counselling and intervention programs to assist clients in determining goals and means of attaining them
- Interview clients, prepare case histories and assesses problems
- Counsel clients, provide therapy and facilitate group sessions
- Liaise with community agencies or partners, and identifies additional or alternative services and provides referrals
- Evaluate the effectiveness of counselling programs and interventions and client progress in resolving identified problems and movement toward objectives
- Navigate language barriers by scheduling Interpreters and by working with interpretation in individual and group sessions
- Plan for group sessions and coordinates room and food preparation for group sessions.
- Coordinate childcare and interpretation services for clients
- Consult with the director of counselling and peers to draft confirmation of service delivery letters to advise other agencies and institutions that women meet the mandate of the Clinic and are receiving support
- Liaise with a variety of service providers and peers regarding high-risk cases and Children's Aid Society (CAS) cases, and consults with the director of counselling

IN CONSULTATION WITH THE DIRECTOR OF COUNSELLING:

- Supports frontline counselling staff in conducting research to identify services for referral and makes referrals
- Supports frontline counselling staff in advocating on behalf of clients
- Provides support to staff in assessing client needs and available resources that support client needs
- Conducts research and creates and facilitates workshops on violence against women that includes providing case consultation to other service providers about client needs
- Supports frontline counselling staff, students and volunteers by providing debriefing opportunities, consultation on high-risk cases, CAS cases and supports team in problem-solving
- At the request of the director of counselling resolves staffing issues and programming gaps
- Act as designate to director of counselling when she is off, which includes: individual and group clinical supervision, identifying issues and mediating conflict in consultation with the executive director and/or her designate
- Provides ongoing mentoring with staff by consistently demonstrating best practice clinical interventions
- Participate in agency committees and contributes to events which include participating in clinical meetings and staff meetings
- Participate in community committees, coalitions, organizations and networks involved in advocacy on behalf of women survivors of violence and acts as a resource and promotes the Clinic
- Meet with the legal team to support in mitigating the effects of vicarious trauma and burnout
- Liaise with Field Placement offices, universities, colleges and art therapy programs
- Create and develops student questionnaire and interview manual
- Supports mentors and supervises students; delegates the task of supervising, mentoring and supporting art therapy students to counselling department art therapist
- Prepare letters to advise other agencies and institutions that women meet the mandate of the clinic and are receiving support

- Maintains case notes
- Submits statistics and provides content for reports
- Performs other tasks as assigned by management
- Complies with Clinic and funder policies and procedures
- Identifies human resource management issues to the director of counselling for follow up

MINIMUM QUALIFICATIONS:

- Minimum of five years' experience as a VAW counsellor
- Minimum of two years' experience demonstrated management experience in the VAW sector
- Understanding of violence against women consistent with a trauma-informed approach and trauma-specific approach
- Commitment to working cooperatively in a woman-positive, multi-disciplinary, not for profit environment
- Demonstrated innovation and initiative
- Robust 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.
- Graduate Degree in Counselling (MSW, M.Ed. C. Psych., etc.)
- Membership in a regulatory body, (e.g. Ontario College of Social Workers and Social Service Workers, College of Psychotherapists of Ontario, etc.)
- Fluency in a second language or cultural affiliation would be considered assets

CORE COMPETENCIES INCLUDE:

- Commitment to working collaboratively with and supporting women of diversity within the context of a diverse agency
- Engagement in a self-reflective, ethical & 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 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: \$61,877 - \$66,000 per annum. All positions include a comprehensive benefits package offered through a group plan as part of our United Way membership.

The Barbra Schlifer Clinic promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women of all races, colours, ethnic origins, religions, abilities and sexual orientations. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

DEADLINE FOR RESUMES: March 29, 2019

Send resume and cover letter in PDF or Word format (in one attachment):

1. By email to m.babeker@schliferclinic.com

Subject Title: Hiring Committee (Program Manager, Counselling Department)

By fax to (416) 323-9107 Attn: Hiring Committee (Program Manager, Counselling Department)
c/o Maha Babeker

Or by mail to

Attn: Hiring Committee (Program Manager, Counselling Department)

c/o Maha Babeker

Barbra Schlifer Clinic

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Toronto, ON M6G 1A5

We wish to thank all applicants for their interest; however, only those selected for an interview will be contacted.

No phone calls, please.