

## **External Job Posting:**

### **Director of Counselling**

#### **AGENCY OVERVIEW:**

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

#### **POSITION OVERVIEW:**

As a member of the leadership team, reporting to the CEO, the Director of Counselling will participate in strategic and innovative leadership for the organization. The incumbent will be responsible for developing strategies to innovatively grow Carizon's counselling programs. The Director will provide strategic management of all non-clinical aspects of these services within the context of the mission, vision, values, and strategic direction of Carizon.

#### **RESPONSIBILITIES:**

- Oversee Carizon's suite of counselling services, including our funded programs, walk-in clinic, fee-for-service program and employee assistance plans. Oversee the quality of counselling services indirectly through the clinical counselling supervisor.
- Develop and implement strategy to grow our existing offering of high quality counselling services with a focus on providing new evidence-based and innovative clinical practices.
- Grow the EAP business through relationship building with local corporations.
- Provide direction and leadership to the Counselling team. Supervise the work of the clinical supervisor and non-clinical aspects of counselling team members.
- Together with the clinical counselling supervisor, oversee the hiring, orientation, training, supervision and support for program staff and students.
- Develop appropriate systems to support program growth and development with a focus on outcome evaluation.
- Act as the Carizon representative on collaborative community initiatives such as the Regional Counselling Collaborative, Family Violence Project and Connectivity Waterloo Region.
- Collaborate with community counselling agency partners to ensure that, together, we offer a suite of services that meets the needs of residents of Waterloo Region with effective use of limited resources.
- Ensure all appropriate agreements to support programming are negotiated, created and renewed as required.
- Develop program budget, monitoring and reporting on performance to budget throughout the year.
- Support fundraising, including proposing, presenting, and reporting as per funders' requirements.
- Be an ambassador for the programs and Carizon within the community.
- Working in conjunction with CEO, develop appropriate methods and tools for communicating issues and developments to decision makers and program partners.
- Ensures the counselling program follows client abuse prevention and risk management policies and procedures.
- Ensures the counselling program is in compliance with all applicable counselling, accreditation, and legislative standards.
- To always perform work safely and in compliance with the Occupational Health and Safety Act (OHSA)

#### **REQUIRED CREDENTIALS:**

- University degree in business or masters of social work degree combined with business experience.
- Minimum of ten (10) years professional experience with at least five (5) years in a management position involving supervision of a team of staff.

- Keen desire to use business training within the social services sector to benefit the lives of residents of the Region of Waterloo.
- Experience working with databases and analyzing data to determine outcome measurements.
- Proven experience and success in implementing change initiatives.
- Experience in evaluating the effectiveness of systems and providing recommendations for the redesign/improvement of those systems.
- Experience in Lean process improvement/quality improvement is an asset.
- Knowledge of best practices within the counselling field or commitment to gain such knowledge.
- Experience using Microsoft Word, Excel, PowerPoint, Outlook, web search tools and social media.

**HOW TO APPLY:**

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: [hr@carizon.ca](mailto:hr@carizon.ca), quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

*\*Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<b><u>SALARY:</u></b> As per salary range	<b><u>STATUS:</u></b> Full-time, permanent	<b><u>COMPETITION NUMBER:</u></b> 01-17 (NUC-01)
<b><u>LOCATION:</u></b> 400 Queen Street South, Kitchener	<b><u>HOURS OF WORK:</u></b> 35 hours/week	<b><u>POSTING PERIOD:</u></b> January 3-27, 2017
<b><u>EMPLOYEE GROUP:</u></b> Non- Union	<b><u>SCHEDULE:</u></b> Weekdays	<b><u>START DATE:</u></b> TBD