

POSTING

PROGRAM MANAGER/CLINICIAN

Permanent Full Time (35 hrs per week)

Multicultural Family Preservation Program

The Multicultural Family Preservation Program increases the parenting capacity of Ministry referred multicultural families, decreasing the potential of their children entering the care of the Ministry. Culturally agile services and supports are required to promote family wellness and support family transitions, including reunifications. This will be addressed by assisting parents and caregivers in finding ways to meet the physical, emotional and developmental needs of their children resulting in their enhanced safety and wellbeing.

The Program Manager oversees the day-to-day operations of the Multicultural Family Preservation Program; including the provision of culturally agile clinical counselling and support services in the family's language of origin, in the family home, and/or community setting. The Program Manager is actively engaged in planning, developing and implementing services to the community, which will enhance the availability, accessibility of support and quality of life for clients.

The successful applicants will be proficient both written and verbally in one of the four priority languages that have been identified by MCFD: Tagalog, Mandarin, Punjabi and Arabic.

The program will be delivered throughout the communities of Delta, Langley, Surrey and White Rock.

KEY DUTIES AND RESPONSIBILITIES

- Directly responsible for the day to day operations and management of the Multicultural Family Preservation Program, including monitoring of expenditures, budgeting, reporting, proposal writing, hiring and performance management.
- Develops, implements, co-ordinates and evaluates plans and programs designed to ensure that clients' needs are met.
- Acts as the primary contact with MCFD, receives referrals, assigns and monitors caseloads for quality and efficiency.
- Actively participates in agency and program quality improvement processes, including annual planning and maintains a working knowledge of applicable COA standards.

Clinical Duties:

- Expresses a willingness to learn more about, and shows respect for, the client's worldview, belief systems and means of problem solving in order to collaboratively develop and sustain culturally sensitive and agile interventions.
- Maintains current knowledge of counselling modalities, best practices in relation to the target population, culturally agile service provision, trauma informed interventions and practice.

- Provides clinical supervision, consultation and coaching to MFPP team members.
- As needed, administer assessments to determine client concerns, problems and case outcomes. Specifying case outcomes early and concretely.
- Participates in Integrated Case Management as needed, including transition and discharge planning.
- Maintains up to date knowledge of program related service providers and stakeholders to foster key connections and relationships.
- Provide individual, couple and/or family counselling using a trauma informed approach focused on resolving issues of abuse and neglect.
- Provide statistical and/or narrative reports on services.
- Maintain client and service records in accordance with MCFD requirements, COA standards and agency policy.
- May maintain a caseload of clients.

QUALIFICATIONS

Education, Training, and Experience

- Must possess a Master's degree in Counselling Psychology, Social Work, or related degree. Eligibility for registration with a professional body (RCC preferred).
- Must possess specialized training and experience in delivering trauma informed services.
- 3 to 5 years of progressive management/leadership experience.
- Broad knowledge of family therapy, non-verbal expressive child therapy and behaviour management theory and practice, including trauma informed service delivery, attachment theory, behaviour modification, and child and family development.
- Valid driver's license and access to an appropriately insured personal vehicle for work purposes.
- Proficiency in at least one of the priority languages to sufficiently serve families in their native language.
- Awareness and understanding of the key roles that a person's culture, identity, ethnicity, race, gender and other aspects of diversity play in the counselling and support process.
- Lived experience of cross-cultural parenting and settlement considered an asset.

Job Skills and Abilities:

- Professional etiquette.
- Ability to work independently and as a member of a professional team.
- Required to conduct oneself in a professional manner, upholding the ethical standards of the Society.
- High degree of flexibility and initiative.
- Demonstrated effectiveness as both a leader and part of a staff team.
- Demonstrated proficiency in written, oral and interpersonal communication skills.
- Demonstrated ability to develop program related reference and resource materials.
- Commitment to a problem-solving and strength-based approach.
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines.
- Ability to identify sensitive issues and maintain confidentiality.
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months. [Eligible applicants may be offered a casual position]

CLOSING DATE:

November 21, 2017

PLEASE APPLY TO:

Tammy Dyer, Deputy Executive Director
Options Community Services Society

Email: tammy.dyer@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #A21003] and outlining your qualifications and related experience for the position.