



Ontario's Community Health Centres

--- Job Posting ---



Internal/External Employment Opportunity

Position Title: Clinical Supervisor
Component/Team: Addictions and Mental Health Services & Client Access Team
Status: 1 Year Contract, 0.5 FTE Part-time (17.5 hours per week)
Salary Scale: \$58,134 - \$68,393 annualized salary plus benefits, pro-rated to status
Start Date: Immediately

Position Description

The Clinical Supervisor is responsible for clinical supervision of the counselors on the AMHS team and employees on other teams who perform counseling functions as part of other duties. The Clinical Supervisor coordinates the Addictions and Mental Health counseling program and provides on-going orientation to the clinical standards, policies, procedures and protocols for AMHS team members, including permanent, contract and relief members. The Clinical Supervisor supports counseling activities in other areas of the agency by: ensuring the accountability of clinical aspects of counseling activities, defining and documenting clinical best practices and supporting effective counseling practices. The Clinical Supervisor may also provide Individual, Couple, Child and/or Family Therapy for clients as required.

Skills, Education and Experience

Requirements for this position include:

Education and Language

- Graduate Degree in a relevant clinical discipline, from a recognized university
- Additional supervised clinical training in individual, couple, family and child therapy
- Registration with an appropriate College or Regulatory Body
- Under the Centre's designation to provide French Language Services:
 - French (oral expression): Advanced +
 - French (oral comprehension): Superior
 - French (reading comprehension): Intermediate
- Fluency in English, both oral and written

Professional Experience

- Three to five years diverse Clinical Therapy experience, preferably in a Community Health Centre setting
- Three to five years clinical and administrative supervisory experience
- Experience in program development, implementation, monitoring, evaluation, and group facilitation



- Experience working with clients with diverse socio-economic and cultural backgrounds.

Knowledge, Skills and Abilities

- Knowledge of various therapeutic approaches and their application
- Knowledge of the impact of social/cultural/economic factors on the determinants of health
- Demonstrated coaching and supervisory skills
- Strong administrative skills, organizational skills, interpersonal skills and communication skills
- Ability to work collaboratively within and across multi-disciplinary teams and community partners.
- Ability to synthesize information and create succinct procedures
- Proficiency in current assessment, psychotherapy, Couple, Child and Family therapy models and psychosocial interventions for individuals, couples, children and families and communities
- Proficiency in the use of computers and various software applications
- Demonstrated flexibility, good judgment, initiative & creativity
- Respects and values the diversity of communities and individuals

Champlain Competency Levels (See Last Page)

• Screening and Assessment	Level 4
• Treatment Planning	Level 4
• Counselling	Level 4
• Trauma-Specific Care	Level 4
• Understanding Concurrent Disorders	Level 4
• Crisis Intervention	Level 4
• Group Facilitation	Level 4
• Record Keeping and Documentation	Level 4
• Adaptability / Flexibility	Level 3
• Analytical Thinking and Decision Making	Level 3
• Ethical Conduct and Professionalism	Level 4
• Interpersonal Rapport/Savvy	Level 3

Reporting Relationship:

The Clinical Supervisor reports directly to the Director of Addiction and Mental Health Services.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.



An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

POSTING DATE: November 7, 2017

CLOSING DATE: November 19, 2017, 4:00 p.m.



Clinical Supervisor - AMHS (See Job Posting)

Job Group: Sandy Hill

Job Summary

The Clinical Supervisor is responsible for clinical supervision of providers on the Addictions and Mental Health Services Team and the Client Access Team. The Clinical Supervisor may also provide support / clinical supervision to employees on other teams who perform counselling functions as part of other duties. The Clinical Supervisor supports counselling and therapy interventions by: ensuring the accountability of clinical aspects of counseling and therapy activities, defining and documenting clinical best practices and supporting evidence -based practice.

Competency Summary

Screening and Assessment	Level 4
Treatment Planning	Level 4
Counselling	Level 4
Trauma-Specific Care	Level 4
Understanding Concurrent Disorders	Level 4
Crisis Intervention	Level 4
Group Facilitation	Level 4
Record Keeping and Documentation	Level 4
Adaptability/Flexibility	Level 3
Analytical Thinking and Decision Making	Level 3
Ethical Conduct and Professionalism	Level 4
Interpersonal Rapport/Savvy	Level 3



Competency Details

Champlain Addictions & Mental Health Core Competency Library

Screening and Assessment (Level 4)

Definition: Selecting, administering and interpreting the results of evidence-informed tools and methods to measure a client's substance use and related concerns, and inform the care and treatment plan.

Behavioural Indicator

- Assesses the adequacy of existing tools and practices, and innovates enhancements, as appropriate
- Supervises or coaches others to: Ensure the quality and integrity of screening and assessment tools and practices; Enrich their knowledge and refer them to resources about the impact of different client cultures; Enhance interviewing and other clinical skills
- Initiates, collaborates on or conducts research on various aspects of screening and assessment

Treatment Planning (Level 4)

Definition: Collaboratively developing a treatment plan based on screening and assessment findings, ensuring that activities and resources reflect the client's needs, strengths and goals. The process also includes monitoring, evaluating, planning for discharge and updating the treatment plan so that it reflects the client's evolving needs and goals.

Behavioural Indicator

- Collaborates with a broad range of multidisciplinary professionals to design and implement treatment plans and activities that address complex client needs, population groups and contexts
- Supervises or coaches others in the design and delivery of effective treatment plans
- Leads or collaborates with others in planning and conducting evaluations of treatment planning

Counselling (Level 4)

Definition: Applying a comprehensive range of evidence-informed counselling styles, techniques and methodologies aimed at improving the overall well-being of substance use and concurrent disorders clients.

Behavioural Indicator

- Engages with clients who present with complex backgrounds and needs



- Applies mastery of substance use counselling theory and skills when working with clients
- Innovates counselling approaches based on theory, research, trends, promising practices and new
- Advocates for and integrates the use of technology to provide counselling services, especially to rural and remote clients
- Collaborates with professionals in other fields of study to gather insight on alternative approaches to counselling
- Supervises or coaches colleagues to promote best practices in all aspects of counselling and awareness of the needs of specialized populations

Trauma-Specific Care (Level 4)

Definition: Interacting with substance use clients to identify and consider the impact that overwhelmingly negative events have on functioning and the ability to cope, and then developing and delivering interventions that emphasize safety, choice and personal control.

Behavioural Indicator

- Educates and advocates for educating service providers about vicarious trauma and compassion fatigue, and constructive ways to deal with these issues
- Creates and promotes programs that promote client and staff self-care
- Creates, promotes and advocates for programs, services and supports that address the impact of trauma on clients
- Mentors or coaches others to help them develop and demonstrate empathy in their interactions with clients and others
- Establishes protocols designed to promote feelings of safety in all clients, including those with histories of trauma

Understanding Concurrent Disorders (Level 4)

Definition: Knowledge and skills required to properly inform more specific aspects of a professional's work with clients with co-occurring substance use and mental illness, or substance use and mental health issues.

Behavioural Indicator

- Supervises or coaches other professionals working with clients with concurrent disorders
- Collaborates and takes a leadership role in developing and implementing a seamless, evidence-informed approach across all sectors and disciplines to the delivery of services to clients with concurrent disorders
- Collaborates and takes a leadership role initiating or facilitating cross-training opportunities with specialist practitioners
- Advocates for, facilitates and contributes to collaborations between the full range of professionals involved in diagnosing and treating clients with concurrent disorders
- Advocates for, initiates, facilitates or participates in research focused on the appropriate integration of treatment for co-occurring substance use and mental illness or mental health issues



Crisis Intervention (Level 4)

Definition: Recognizing and responding effectively when a substance use or concurrent disorders client or associated group or community is in an unstable, risky, dangerous or potentially dangerous situation.

Behavioural Indicator

- Employs clinical expertise to work with clients to identify underlying factors that contribute to a crisis and to develop strategies to cope with those factors
- Employs a range of sophisticated intervention strategies and creative solutions to stabilize complex crisis situations
- Supervises or coaches other professionals to enhance their crisis intervention skills
- Monitors research and introduces new evidence-informed crisis management approaches and techniques, as appropriate

Group Facilitation (Level 4)

Definition: Using evidence-informed approaches to work effectively with substance use and concurrent disorders clients in group settings.

Behavioural Indicator

- Facilitates groups usually facilitated by another person, when that facilitator is unavailable
- Innovates, develops, adapts and applies group materials designed to deal with a range of complex situations, maintaining an evidence-informed approach
- Supervises or coaches other group facilitators to promote best practices, high-quality interventions and adherence to service standards and program integrity
- Researches and promotes new evidence-informed approaches to group facilitation by explaining and demonstrating techniques and approaches and by sharing resources with others

Record Keeping and Documentation (Level 4)

Definition: Creating and maintaining accurate, up-to-date, comprehensive client records able to withstand legal scrutiny.

Behavioural Indicator

- Monitors and samples all types of client records to ensure that practices adhere to confidentiality, information-sharing and data protection requirements and protocols
- Supervises or coaches others to: Ensure adherence to all relevant requirements and protocols; Remedy any lapses discovered through file sampling and monitoring
- Monitors research, bulletins, newsletters, journals and websites to keep up-to-date on legislative changes likely to have an impact on client records
- Reviews discharge summaries, as required



- Supervises or coaches others on case-sensitive requests for records from external organizations
- Ensures that electronic record keeping systems are securely protected and backed up so that records are retrievable in the event of computer crashes, viral infections or other technical problems

Adaptability/Flexibility (Level 3)

Definition: Willingly adjust one's approach to meet the demands and needs of constantly changing conditions, situations and people and to work effectively in difficult or ambiguous situations.

Behavioural Indicator

- Supports and adapts to major changes that challenge traditional ways of operating
- Gathers information from a variety of sources to assess changing plans and priorities and makes informed choices based on available information
- Prepares for change and adapts own plans and priorities accordingly
- Provides advice and guidance to others to assist them in adapting to difficult or changing situations
- Exercises flexibility in approaches while also maintaining professional integrity and organizational values

Analytical Thinking and Decision Making (Level 3)

Definition: Gather, synthesize and evaluate information to determine possible alternatives and outcomes and make well-informed, timely decisions. Includes critical thinking and reasoning.

Behavioural Indicator

- Makes informed and timely decisions to determine a course of action in complex, ambiguous or urgent situations
- Makes decisions in alignment with organizational values and directions
- Develops creative, forward-thinking options and recommendations, soliciting opinions of others to gain different perspectives
- Makes decisions based on evidence-based practice, reasoning and clinical experience and in consultation with key stakeholders as appropriate
- Identifies and respectfully challenges judgement or decision making that is unclear or unsupported
- Evaluates the effectiveness and efficiency of a solution after implementation
- Identifies the potential impacts that trends or events may have on services, clients and/or employees

Ethical Conduct and Professionalism (Level 4)

Definition: Provide professional services according to the principles and values of integrity, competence, responsibility, respect and trust to safeguard both self and others. Includes the development of professionalism and ethical behaviour in self and others (individuals, groups,



organizations, communities).

Behavioural Indicator

- Recognizes others' ethical practice and decision making in order to promote ethical behaviour and communicate the expectations of the organization
- Ensures appropriate policies are in place and acted upon regarding ethical conduct (e.g., acceptable dollar value of token gifts), and consequences of misconduct
- Provides, on occasion, training/courses on ethical decision making for others in the field
- Documents and reports all instances of serious ethical violations/conduct by colleagues and professional associates, and takes appropriate actions to resolve situations
- Conducts appropriate supervisory sessions with others
- Ensures compliance of organizational and legislated policies to (or regarding) the highest ethical, legal and professional standards

Interpersonal Rapport/Savvy (Level 3)

Definition: Establish and maintain relationships based on mutual respect and trust, appropriate sensitivity and transparency, empathy, and compassion with clients, colleagues, professional associates and the greater community. Encompasses skills of tact, diplomacy, and sensitivity in all encounters with others.

Behavioural Indicator

- Uses skills of motivation, assertiveness and leadership to advocate for client groups and new resources, as appropriate
- Respects and seeks to understand the point of view of others and their definitions of their needs and successes
- Engages others in relationship and dialogue, building rapport with ease
- Is attuned to feelings and emotions of others that they find difficult to express (has interpersonal radar)
- Displays appropriate compassion and empathy towards others while maintaining professional and ethical boundaries
- Routinely assesses interpersonal skills and presentation or impact and adjusts style to meet the needs of others

Self Management (Level 4)

Definition: Appropriately manage one's own emotions and strong feelings; maintain a calm and tactful composure under a broad range of challenging circumstances; and think clearly and stay focused under pressure. Encompasses self-regulation and mindfulness

Behavioural Indicator

- Provides expertise to others in managing and de-escalating situations
- Implements and evaluates stress management and self management programs
- Creates an environment in which wellness, balance and a positive respectful workplace are valued



- Strategically seeks further knowledge and creates opportunities for others to identify resources and strategies to improve self management abilities
- Promotes a culture of self management in the organization and holds individuals accountable for their behaviour

Self Motivation and Drive (Level 4)

Definition: Remain motivated and focused on a goal until the best possible results are achieved, with both passion for making a difference in the substance abuse field and persistence despite confronting obstacles, resistance and setbacks.

Behavioural Indicator

- Identifies and acts on opportunities to improve processes to achieve desired outcomes
- Creates opportunities to undertake initiatives that will benefit both the organization and its clients
- Guides others towards resources in support of reaching desired outcomes
- Provides expertise to others on refocusing their approach or modifying their behaviours to reach desired outcomes
- Excels in own performance and motivates others to do the same
- Demonstrates long-term thinking and visioning that promotes the development of the substance abuse field and workforce