



At the CMHA Grey Bruce we cultivate hope, resilience and community for those who live with, and are impacted by, mental illness and/ or/ addiction. We are driven by our values of compassion, dignity, inclusivity, integrity and choice. We will create an inclusive community inspiring hope, choice and well-being for all. We are currently recruiting for:

**MANAGER MENTAL HEALTH & ADDICTION SERVICES**  
**PERMANENT FULLTIME**  
**1 position available**

<b>JOB ID:</b> 2024-10R	<b>LOCATION:</b> Hanover or Kincardine
<b>JOB TYPE:</b> Non-Union	<b>DEADLINE TO APPLY:</b> open until filled

Reporting to the Director of Client Services, the Manager of Mental Health & Addiction Services is responsible for providing oversight and support to the staff of the Mental Health and Addiction Programs of the CMHA Grey Bruce. These programs include intensive case management, counselling, intake and referral, New Directions, Pregnant and Parenting Mothers, Problem Gambling, Concurrent Disorders, and Harm Reduction. The Manager will provide strong leadership, budget oversight and personnel management and will ensure that mechanisms are in place for data collection and analysis related to program performance.

**ORGANIZATIONAL DUTIES AND EXPECTATIONS:**

In addition to specific key job responsibilities identified in this position description, the incumbent is also responsible to contribute and support the overall culture and working environment of the organization by:

- providing a welcoming and supportive environment for clients;
- acting with professionalism and courtesy toward clients, the general public and other staff members at all times;
- working in a manner that preserves, maintains and respects privacy and confidentiality of client and staff information;
- working in a manner that promotes and maintains the reputation of the organization and minimizes risk of harm and/or liability to the organization;
- working in a manner that meets all Health and Safety requirements to ensure a healthy and safe workplace;
- working in a manner that complies with the organization’s policies and procedures;
- working in a manner that incorporates health promotion and recognizes the determinants of health;
- incorporating and strengthening an interdisciplinary approach to the organization’s work;
- working cooperatively with other staff members both individually and in teams;
- respecting and valuing the diversity of communities and individuals;
- contributing to the organization’s activities to collect, analyze and report on data, and participate in research;
- maintaining competence, and where applicable, a professional license to practice;
- Supporting the organization’s student and volunteer placement programs;
- promoting awareness of and participation in organization activities;
- contributing to the organization’s work by attending and participating in meetings and committees by contributing ideas, opinions and information;
- demonstrating a commitment to ongoing training and development, by bringing forward training needs and takes responsibility for seeking out relevant training opportunities and participating in workshops and seminars as required;
- sharing skills and knowledge learned at training and professional development sessions with colleagues;

- contributing to the organization's practices of hiring, orienting and training of staff; contributing to the organization's efforts to secure resources for current and new programs, services and activities.

## **POSITION RESPONSIBILITIES AND DUTIES:**

1. Responsible for all functions related to program development to ensure realization of program objectives and organizational goals.
2. Day to day management of the programs:
  - a. Ensuring that all programs and activities meet legislative requirements, Board policies and directions, funding body criteria and professional standards.
  - b. Ensuring quality services by researching best practice; implementing standards; developing measurable outcomes; monitoring variances and leading process improvement in various work groups and teams.
  - c. Participating in CMHA's planning cycle and linking the program goals to the provincial mental health and addictions strategy, and the Board's strategic directions.
  - d. Hiring staff and ensuring that the process is consistent with any Collective Agreement and Branch policies and practices.
  - e. Identifying the individual learning needs of staff and putting plans in place to ensure staff receive appropriate training and clinical supervision as mental health /addiction professionals and continuing education related to the specific needs of target populations, coordinating learning opportunities with external partners and internal resources.
  - f. Ensuring the health and safety of staff as well as compliance with all related portfolio applicable legislation.
  - g. Manage staff attendance and overall performance management including regular performance appraisals
  - h. Identifying the need for new services or program modifications in response to the evolving needs of vulnerable populations served by CMHA GB; Developing or participating in the development, implementation and evaluation of new or existing programs in response to community needs.
3. Serves as the management resource on various internal and external committees as assigned.
  - a. Advising and guiding internal and external Committees on operations, developing and presenting reports, statistical data, financial operations and recommendations to support Committees in their roles as outlined in the respective terms of reference.
4. Provides administrative and clinical leadership.
5. Participating as a member of the Management Team, providing input on critical problems, participating in decision making affecting CMHA, formulating stances on vital issues, developing draft policies and carrying out tasks assigned by the Executive Team.
  - a. Accepting specific lead roles as assigned by the Director of Client Services.
  - b. Coaches and mentors staff based on the code of conduct; strategic directions; ethics; values and management limitations developed by the organization.

- c. Consistently applying any Collective Agreement (where applicable) when implementing agency policies, procedures and practices.
  - d. Maintaining current competency in relevant clinical and management knowledge through the development of a personal learning plan in collaboration with the Director of Client Services.
  - e. Participating in any aspect of service delivery and assisting or substituting for staff in their activities as required in an emergency or on a short term basis.
6. Manages financial and administrative operations.
- a. Participates in financial operations in consultation with the Directors of Finance & Corporate Services and the Director of Client Services and in accordance with established policies and procedures.
  - b. Manages the portfolio budget within Manager level approval and accountability guidelines
  - c. Participating in cross coverage arrangements for the mental health and addiction services.
  - d. Completes and contributes to administrative reports using approved formats and ensuring that all content is up to date.
7. Practices leadership using quality management concepts including:
- a. Seeks and values team input and is alert to opportunities to give recognition to others;
  - b. Is open to new ideas; work processes and change, Inspects work processes,
  - c. Sets measurable goals, and uses root cause analysis.
  - d. Gives top priority to keeping people fully informed and understands the need for a united management communication approach.
  - e. Takes risks in order to learn and regards mistakes as learning opportunities,
8. Work with other agencies in Grey and Bruce to promote a coordinated approach in identifying and dealing with potential and existing mental health and addiction challenges.
9. Performs other duties (for which the incumbent is qualified) that support the mission/mandate of the organization and/or as assigned by the Director of Client Services

### **KNOWLEDGE – SKILLS:**

- **Knowledge & Skills:** Advanced clinical skills and knowledge of relevant mental health and addiction best practice guidelines, Understanding and appreciation of rural culture, Understanding of the broader Health System, Personal Health Information and Protection or Privacy Act (PHIPPA), human resource management, mental health and addiction relevant legislation, employment standards, labour legislation, political environment, financial management, Microsoft Office applications, Outlook Calendar, and other computer software applications.
- **Communication:** Clear and concise written and oral communication, communicating organizational vision, relating interpersonally; planning, leading, negotiating, directing, motivating, and organizing.
- **Leadership:** Ability to develop and maintain constructive working relationships with other community partners. Ability to provide strategic leadership in appreciating and responding to best practices, organizational norms, community-based needs and competing demands, Ability to teach and model senior practitioner level skills in direct service delivery.

- **Project Management:** Experience in project/program development involving multiple partnerships with various community stakeholders. This includes research, planning, coordination and execution of all project related activities.
- **Decision Making and Problem Solving:** Able to take action in solving problems while exhibiting sound judgement with a realistic understanding of issues. Able to use reason, even when dealing with emotional topics. Able to define alternate courses of action. Trouble-shoots solutions and challenges assumptions.
- **Tolerance of Ambiguity:** Able to withhold or delay response in the absence of important information. Able to tolerate unresolved situations, handle frequently changing priorities, and delays or other unexpected events.
- **Decisiveness:** Able to make decisions quickly on available information, taking appropriate action, and standing by the decisions made. Able to deal with emergencies as they arise.
- **Creativity:** Able to develop unique and novel solutions to problems; uses intuition and new ways of thinking to generate new ideas; presents information in an attention-getting and interesting manner.
- **Coping:** Able to maintain a mature problem-solving attitude while dealing with interpersonal conflicts, hazardous conditions, personal rejection, hostility or time demands.
- **Reading the System:** Able to recognize and use information about the organizational climate and key individuals in order to accomplish organizational goals; be aware of the importance of timing, politics and group processes in managing change.
- **Team Building:** Skilled in participative management, able to challenge negative attitudes, build personal and team goals, and demonstrate concern for all members of the team. Ability to work independently and with a team

Hours of work are 37.50 per week. The normal workday is 8 hours, including a 30-minute unpaid lunch break. Some evening and weekend work may be required. Working in a busy office environment with frequent interruptions.

Some travel within the Grey-Bruce catchment area will be required. Frequently reading or writing reports.

### What we offer you

- A competitive hourly wage ranging between \$43.14 and \$47.60 (5 step grid)
- Vacation of 5 weeks to start, 6 weeks at 5 years, 7 weeks at 10 years
- Paid personal, floater and sick time
- Comprehensive benefits program & HOOPP pension
- Discounted gym membership
- In house training for First Aid/CPR, Mental Health First Aid, Non-Violent Crisis Intervention, Applied Suicide Intervention Training
- Celebratory and camaraderie events
- A supportive and collaborative work environment

### What you will bring

- Masters Degree in Applied Health or Social Sciences with concentration in clinical studies
- Membership in a regulated Health Professional College is required
- Minimum of three (3) years recent and relevant experience in community-based addiction treatment services
- A valid Canadian driver's license and the use of a reliable personal vehicle
- Minimum \$2,000,000 third party liability vehicle insurance
- A satisfactory police record check including vulnerable sector screening

## Ready to apply?

Interested applicants are invited to submit a cover letter & resume to: [recruiting@cmhagb.org](mailto:recruiting@cmhagb.org)

*CMHA Grey Bruce is an equal opportunity employer and is committed to providing a welcoming and inclusive workplace. We welcome employment applications from people with disabilities and provide accommodation upon request during the recruitment and selection process. All applications will be treated as confidential and will be used for recruitment purposes only. CMHA Grey Bruce is an equal opportunity employer.*

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