



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 OF COMMUNITY MENTAL HEALTH & ADDICTIONS	
PERMANENT FULL TIME	
1 position available	
JOB ID: 2024-53R	LOCATION: Owen Sound or Hanover
JOB TYPE: Non-Union	DEADLINE TO APPLY: Open until filled

Reporting to the Director of Client Services, Manager of Community Mental Health & Addictions is responsible for the overall management of the Community Mental Health Case Management teams in Grey/Bruce and 14th street programs.

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.

KEY DUTIES - RESPONSIBILITIES

- System level strategic planning for programs
- Participates in system level initiatives
- Identify special projects and quality improvement opportunities for the programs
- Participate in the development, monitoring and adherence of program budget
- Provides crisis intervention, incident investigation and resolution
- Participate in community groups and provide community education sessions
- Provide 24-hour coverage to the residents for psychiatric, medical, social, or housing crisis
- Contribute to policy and procedure development for programs
- Coordinate collection of statistical data and other management information for use in program planning, development and evaluation
- Develop and refine program parameters, goals and objectives
- Assist recruitment, orientation, training, supervising, and evaluation staff
- Monitors and addresses training needs of program staff
- Identifies and addresses workplace health and safety issues and ensures compliance with Occupational Health and Safety policies and procedures
- Establish and maintain an inventory control system for program assets
- Review capital requirements and research and recommend expenditures for approval
- Actively participate in identification and resolution of trends and issues which affect the programs and organizational operation and achievement of objectives
- Establish and maintain effective liaison with referral sources and other project stakeholders
- Promote awareness, acceptance, and use of program services
- Plan and coordinate public relations activities and serve as the primary spokesperson about the programs, its services and related community needs and issues
- Provides indirect client services, i.e. consultation, case conferences, monitoring/service coordination, advocacy, case recording, collection and recording of statistical data
- Resolve program issues and escalate issues as required to the Director of Client Services
- Demonstrate harm reduction and recovery-oriented practice (ROP) philosophy and practices within daily work and interactions
- Ensure regular communication with program staff
- Maintain Agency's values, vision and mission by ensuring that clients' rights are respected and that all programs and activities meet legislative requirements, policies and procedures, funding body criteria, and professional and CMHAGB standards

KNOWLEDGE – SKILLS

- **Knowledge & Skills:** Advanced clinical skills and knowledge of relevant mental health and addiction best practice guidelines, Advanced skill and knowledge in psychotherapy/addictions/mental health treatments/mental illness/crisis response/de-escalation of aggressive and violent behaviour, Familiarity with a Harm Reduction approach to client engagement and treatment, Understanding and appreciation of Personal Health Information and Protection or Privacy Act (PHIPPA), mental health and addiction relevant legislation, employment standards, labour legislation, Microsoft Office applications, Outlook Calendar, and other computer software applications.
- **Communication:** Clear and concise written and oral communication, relating interpersonally; planning, leading, negotiating, directing, motivating, and organizing.
- **Leadership:** Ability to develop and maintain constructive working relationships with colleagues. Ability to respond to best practices, organizational norms, and competing demands, Ability to teach and model senior practitioner level skills in direct service delivery. Demonstrated ability to translate best practice research into practical application in a clinical setting.

- **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. Working in a busy office environment with frequent interruptions. Some evening and weekend work will be required. Frequent travel within the Grey-Bruce catchment area.

What we offer you

- A competitive annual salary ranging between \$86,650 and \$95,615 (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
- 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

- Bachelor's degree in a Social Sciences or related field.
- Minimum of five (5) years' work experience in addictions and mental health
- Two (2) years' leadership experience is preferred
- Membership in a professional college or association is preferred
- Excellent communication and interpersonal skills
- Sound judgement, particularly with respect to high risk or sensitive situations
- An understanding and appreciation of rural communities
- Strong team skills and ability to work well with peers, colleagues from other agencies
- Solid clinical judgement and demonstrated knowledge and skill in the delivery of supportive housing, community support and recreation/rehabilitation services for those with serious mental illness

- Strong organizational ability, leadership skills and human resource management skills
- Public relations skills and demonstrated ability to work well with a broad cross-section of stakeholders
- Maturity and ability to work well under pressure
- Ability to build system level relationships with funders, government and community partners
- 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

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.