



Manager

Position:	Manager
Program:	Seniors and Caregivers Support Services and David Kelley Counselling Services
Contract:	Permanent full time – 35 hours/week
Primary Location:	128A Sterling Rd/355 Church Street with travel within GTA
Application Deadline:	February 8, 2018, 5.00pm
File Number:	CLFV #1-18 – with cover letter and resume
E-Mail:	hrdep@familyservicetoronto.org
Mail:	HR, Family Service Toronto, #202 – 128A Sterling Rd, Toronto, ON M6R 2B7
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Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community-building and working with partners to strengthen the sector.

The Seniors and Caregivers Service program at Family Service Toronto provides social work services and case management supports to older people and caregivers as well as counselling, group work, advocacy, training and educational sessions on a variety of topics.

David Kelley LGBTTTQQI2SA+ and HIV/AIDS Counselling Services (DKS), a program of Family Service Toronto, provides counselling service to clients identifying as LGBTTTQQI2SA+ and to people living with/affected by HIV/AIDS.

Reporting to the Director, Changing Lives and Family Violence programs, and as part of the leadership team, the Manager is responsible for the operations, financial management, staff management, programming, program development and service delivery of the teams they supervise. In addition, the Manager is responsible for actively participating in a wide-range of community collaboration and advocacy initiatives. Detailed knowledge of the work of at least one program's area of focus is required. FST will provide supports and training to develop a second area of knowledge, as required.

We are committed to developing a diverse management team that reflects the diversity of the population who live and work in the City of Toronto. We're searching for a manager who has lived experience in the LGBTTTQQI2SA+ communities.

KEY RESPONSIBILITIES

- Leads and manages a team of staff, students and volunteers to deliver counselling, group work,

case management and community building programming to as seniors and their caregivers and members of the LGBTTTQQI2SA+ community

- Ensures high quality, inclusive, client-centred, accessible, and culturally competent services which are responsive to the needs of clients and the community, as well as meet all service targets
- Develops, collaborates and maintains effective working relationships with FST colleagues, community partners, internal/external partners and stakeholders
- Maintains current knowledge of trends in the delivery of HIV/AIDS services, community based services to seniors and caregivers, various counselling modalities, trends in group work, educational services, and best practices in working with the LGBTTTQQI2SA+ community and seniors and caregivers as well as familiarity with the Ontario health care system
- Provides regularly scheduled clinical and administrative supervision to direct reports, monitoring and providing feedback on staff quantitative and qualitative performance
- Ensures that the programs operate as efficiently and effectively as possible
- Develops budget and related service targets for areas of responsibility in consultation with the Director, Changing Lives and Family Violence Programs
- Leads team processes to develop plans aligned with organizational strategic and operational priorities
- Develops required reports for external funders, submitting them on time and in required formats, following internal procedures for review prior to submission
- May provide direct services to clients or community members
- Supervise students and volunteers

In applying, please clearly identify how you meet the specific qualifications outlined.

QUALIFICATIONS

- M.S.W. or equivalent combination of education and experience over a minimum five-year period. Foreign credentials and relevant experience will be considered.
- Registered Social Worker in good standing with the Ontario College of Social Workers and Social Service Workers (OCSWSSW) or the College of Registered Psychotherapists of Ontario
- Five to seven years of clinical experience, working with target communities
- Lived experience in LGBTTT2SQQIA+ communities
- Knowledge of various counselling modalities, trends in group work and best practices relevant to working with target communities
- Minimum three years' experience leading and managing in a direct practice environment
- Excellent communication skills: clear written and verbal communication, conflict resolution, creative problem-solving abilities, flexibility and adaptability to change facilitation, ability to engage professionally with a broad cross-section of individuals, ability to give and accept feedback openly
- Ability to communicate clinical ideas and discuss different clinical approaches that a counsellor may use in a competent and thoughtful manner
- Demonstrated listening, consultation and conflict resolution skills
- Proven record of building and maintaining community partnerships
- Strong leadership skills and interpersonal skills; able to work collaboratively and strategically with colleagues and service partners
- Ability to conceptualize at the macro level, intervene at the micro level and find creative solutions to problems

- Ability to use personal authority appropriately, respectfully, strategically and skillfully
- Knowledge of and demonstrated experience working with diverse communities and demonstrated commitment to the principles of social justice, cultural competency, equity and inclusion
- Ability to work collaboratively and strategically with service partners and funders.
- Superior organizational, analytical, planning and problem-solving abilities
- Ability to manage multiple projects and deadlines, prioritize and take initiative
- Experience managing student and/or volunteer programs
- Experience in successful proposal writing, grant applications and funding requests
- Current criminal reference check with vulnerable sector check

Seniors and Caregivers Support Services related experience:

- Knowledge of gerontology and issues related to working with an aging population, including socio-economic and health related issues
- Knowledge of and experience working with older people experiencing abuse
- Experience using the inter RAI CHA provincial assessment tool in work with seniors
- Knowledge of health care transformation initiatives in the province of Ontario

LGBTT2SQQIA+ and HIV/AIDS communities related experience:

- Competent and demonstrated record of providing leadership in the LGBTT2SQQIA+ and HIV/AIDS communities
- Knowledge and understanding of the bio/physical/social impact of HIV/AIDS on individuals and the LGBTQ communities and experience providing counselling to persons living with or affected by HIV/AIDS
- Knowledge and understanding of the culture and history of LGBTT2SQQIA+ identified people and the issues affecting them and their communities, including issues of systemic oppression and abuse

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview. **No phone calls please.**