



JOB DESCRIPTION
Clinical Supervisor
Crisis and Counselling Program

Updated: November 2022

Union: Professional Technical: MAHCP
Occupational Group: Clinical Supervisor

As a member of Klinic's Crisis and Counselling Program, the Clinical Supervisor provides clinical supervision, support, consultation and leadership regarding the mental health care of Klinic clients. Services are delivered through an empowerment based, trauma-informed lens, and within the broader context of the social determinants of health

Qualifications

- Graduate degree in a relevant discipline; undergraduate degree and relevant experience may be considered
- 5 years supervised clinical counselling experience
- 3 years clinical supervisory experience
- Training in clinical supervision
- Understanding of the role of professional self-reflection in the counselling process
- Comprehensive knowledge and clinical experience with the therapy models and interventions that best support crisis, short term and longer-term counselling
- Understanding of empowerment based, trauma-informed principles
- Comprehensive knowledge and clinical experience related to the following: risk assessment, crisis intervention, suicide prevention, trauma recovery, gender-based violence, sexual assault, mental health, substance use/addiction, harm reduction, suicide bereavement, and sexual exploitation
- Ability to contribute to a positive team culture
- Excellent interpersonal and communication skills (verbal and written)
- Awareness of and sensitivity to issues of diversity
- Demonstrated ability to affectively supervise and support volunteers
- Ability to learn and adapt to new computer programs

Requirements

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks
- Registration with relevant professional regulatory association
- Crisis Worker Certification (*Crisis Program)

Clinical Supervision

- Works in collaboration with Program Managers and the Director to ensure delivery of high-quality clinical service to clients
- Provides individual and/or group clinical supervision based on staff/volunteer members' needs and goals
- Facilitates peer based clinical case consultation meetings

- Reviews audio or video recordings of client calls/sessions to provide feedback and to support staff/volunteer learning goals
- Works together with staff/volunteers to provide information to Program Managers for Performance Reviews
- Recommends, provides and facilitates clinical skill development through ongoing education activities
- Supports the development of education and training materials across the organization by remaining current with best practices, research and innovations in counselling and social work
- Plans regular clinical education sessions
- Contributes to the development of clinical procedures
- Supports the management of client complaints
- Provides clinical consultation to a variety of program areas, Klinik's Management Team and across the organization
- Advises the Management Team of sensitive or at-risk clinical issues
- Maintains knowledge of current community resources and sits on Klinik's community Resource Committee

Practice

- Provides direct client services as negotiated with Program Manager
- Documents client care in accordance with agency and program standards
- Actively participates in clinical supervision
- Demonstrates clinical competency using a variety of therapeutic modalities
- Attends professional development opportunities to enhance knowledge and skills
- Liaises and consults with external service providers
- Seeks internal and external consultation to assist with complex practice issues
- Participates in creating program plans and caller profiles (*Crisis Program)
- Ensures high quality clinical care through assessment, planning and regular review of client's goals

Organizational

- Plays a lead role in the development and implementation of program evaluation, accreditation, monitoring and reporting in specific program areas
- Attends program and agency staff meetings
- Participates in program and strategic planning
- Assists with the development of resource material
- Attends required Klinik trainings
- Participates in Performance Reviews
- Adheres to all Klinik policies and procedures
- Notifies Management Team of concerns or risks as soon as they arise

Communication

- Articulates complex information clearly and concisely in spoken and written formats
- Gives and receives feedback in a constructive and professional manner
- Advocates for a person or cause by adhering to principles of empowerment and collaboration

Teamwork

- Builds and maintains collaborative and respectful working relationships
- Models and actively fosters positive team culture
- Communicates directly and professionally with volunteers and team members across the organization
- Provides expertise, information and support to others
- Follows a constructive and effective process to resolve conflict
- Supports optimal access to service by assisting the Management Team in supporting effective and efficient program workflows

Work Habits

- Ensures accuracy and high standards for work
- Organizes, prioritizes, plans and coordinates own tasks to complete work efficiently
- Demonstrates accountability and follow through on commitments and goals
- Adapts to change and displays openness to new ideas and approaches