



OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

Job Stream: D

Union Classification: Community Health

Position Title: Clinical Supervisor – Therapeutic Counselling

Position Reports to: Manager, Allied Health

POSITION SUMMARY:

The clinical supervisor provides ongoing clinical supervision to the therapeutic counsellors at WHC across program areas. The clinical supervisor meets with counsellors individually and facilitates supervision groups to perform case consults and work through themes and issues that are coming up in counsellors' work with clients.

The clinical supervisor reviews cases, guides counsellors through blocks in their work with clients, assists in navigating ethical issues and in decision-making for appropriate interventions, and helps ensure the efficacy of the therapist/client relationships. The clinical supervisor's work supports the counsellor's own wellbeing, assists to safeguard the therapeutic process, keeps the client's needs at the forefront, and ensures a standard of professional practice across the clinic.

The clinical supervisor is involved in creating and updating practice guidelines and policies, participating in programming decisions, and is available for daily consultation with counsellors where urgent or time-sensitive. The clinical supervisor is also available to assist and consult with Allied Health Manager where clinical issues arise within programs, counsellors or clients.

Job Specific Day To Day Activities

- Provides individual and group clinical supervision to therapeutic counsellors across programs at WHC. Focus is on case consults, as well as occasional audits of counsellor notes to ensure standards and consistency.
- Provides clinical supervision and evaluation to master's level counselling students doing practicum placements at WHC
- Assists in the development and adherence to policies and procedures in accordance with professional standards.
- Orients and supports new counsellors in collaboration with the Allied Health Manager
- Assists in the development and adherence to policies and procedures in accordance with professional standards.
- Supports the Allied Health Manager in reviewing requests for information or client complaints.
- Supports the Allied Health Manager in the process of program development, performance evaluation and program evaluation.
- Builds and maintains strong relationships among therapeutic counsellors.
- Encourages ongoing professional development and self-care strategies for therapists.
- Available daily to help assist counsellors with urgent or crisis matters.
- Maintains a small clinical caseload to ensure a familiarity with the client work at WHC
- Participates in relevant internal and external committees and meetings as requested.

Competencies

Client Service (delivers client-centered service)

- Demonstrates in-depth understanding of diverse client needs and circumstances
- Provides attentive and supportive service to address client needs
- Follows-up to evaluate client service, needs and requirements and makes adjustments as required
- Provides guidance and feedback on client service policies and protocols
- Contributes to the oversight of the work environment for client service excellence

Teamwork (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Is accessible and supportive to team members
- Adapts leadership style to meet the diverse and cultural needs of others
- Identifies beneficial partnerships and builds new relationships effectively
- Creates and works to support a work environment for effective teamwork and collaboration
- Works effectively in conflict situations to achieve a mutually beneficial result
- Identifies conflict areas and mediates as necessary for resolution
- Builds a positive and inspiring work environment

Communication (effectively exchanges information and ideas to inform, educate, influence or advocate)

- Demonstrates active listening to others to ensure understanding
- Adjusts tone and messages depending on audience needs
- Influences and/or advocates for a person or cause in an effective manner
- Fosters an environment that promotes effective and respectful interactions
- Communicates honestly, respectfully and constructively in situations that may be tense and is aware of and minimizes the impact of a real or perceived power imbalance and impact on others
- Ensures confidential information is maintained by self and team; identifies risks to management

Planning and Organizing (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Ensures program goals and employee actions align with and support the organization's vision, mission and strategic goals.

Analysis, Problem Solving and Evaluation (effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions)

- Identifies and critically analyses options to address clinical program needs and determine appropriate actions
- Makes effective decisions based on assessment and evaluation
- Provides solutions or resources to implement action plans for difficult/crisis situations
- Evaluates actions, solutions and decisions once implemented and makes future adjustments as required

Clinical Leadership (demonstrates skills and expertise to contribute to business results effectively and with integrity)

- Holds self and others responsible for fulfilling work commitments
- Ensures accuracy, high standards and accountability for own work results and team practice
- Fosters an environment that encourages others to share ideas
- Challenges assumptions and status quo thinking in self and others
- Is recognized as a change agent and helps others adapt to change effectively
- Provides timely and constructive clinical feedback to others for development within the scope of their role
- Develops self and supports others to develop skills and experience

Education/Experience/Qualifications:

Education

- Master's degree in a counselling or therapy field
- Registered with a professional association and in good standing
- Training or certificate in clinical supervision

Skills, Expertise, and Experience

- Minimum of five years providing clinically-supervised therapeutic counselling
- Minimum of two years' experience providing clinical supervision
- Knowledgeable in multiple therapeutic frameworks and modalities, including feminist therapy theory

Alignment with Organizational Values

- Commitment to the principles that guide the Women's Health Clinic, as reflected in the history, vision, mission and values. This includes:
- Working with teams in an interdisciplinary and diverse workplace; commitment to principles of anti-oppression and intersectional feminist leadership.
- Experience in using a healing centered, harm reduction oriented and anti-oppression framework to deliver Human Resource services
- Vision for an unsettling process for WHC programs

Commitment to Reconciliation

- Understanding the role of settler colonialism on the health and wellness of Indigenous people.
- Knowledge and understanding of Indigenous culture and traditions and the role of culture in healing, health and wellness.

Interdisciplinary Team, Collaboration

- Proven ability to work within an interdisciplinary work environment with respect, professionalism, cooperation, sensitivity and cultural awareness

WHC Philosophies

- Strong knowledge, commitment and demonstrated ability to apply diversity, equity, cultural safety, pro-choice, social determinants of health, population health, harm reduction, healing centred care, and community development principles in all aspects of the work.

Communication

- Excellent verbal and written communication skills, including presentation skills and proficiency in the use of computer systems

I have reviewed this position description and I understand my duties and responsibilities.

Name (please print)

Employee Signature

Date

Director/Manager Signature

Date

Copy to HR file