



**Job Posting #2025-112**  
**Internal/External Posting**  
**Posting Date: Dec. 17, 2025**  
**Closing Date: Open Until Filled**  
**Union: Exempt**

## **Manager, Crisis Services**

### **Permanent Full-Time 1.0 EFT (40 Hours Per Week)**

Klinic Community Heath is a pro-choice community health center that provides a full range of health-related services from medical care to counselling and crisis services to wellness and education services. We have an exciting leadership opportunity for you to join our dynamic team as the Manager, Crisis Services. In this position you will play an integral role in helping us realize our vision of engaged and healthy communities.

Rooted in social justice values, we believe that everyone deserves quality care, support and respect. We recognize that there are diverse needs and experiences for people who are most impacted by discrimination and oppression, and are committed to providing safe, quality, holistic, person-centred care. Relationships with our colleagues, clients and communities is at the heart of what we do. We value diversity and promote equity, inclusion and accessibility, and strive to ensure our organization and work reflects and honours the communities we serve. On our path towards Truth and Reconciliation, we work towards decolonizing systems and practices with cultural humility.

#### **POSITION SUMMARY**

Reporting to the Executive Director, the Crisis Program Manager is responsible for the management of clinical operations, programming and workforce planning including recruitment, retention and professional development within Klinic's 24-hour Crisis Program. In collaboration with the Mental Health and Crisis Services Team, the Crisis Program Manager ensures the creation of and adherence to the processes and procedures that support the clinical work of the Crisis Program.

As a member of the leadership team, the Crisis Program Manager values an interdisciplinary approach and works collaboratively with all Klinic Programs and teams.

Responsibilities include:

- Leads the development, review and improvement of guidelines and procedures that underpin the clinical work of the Crisis Program, ensuring compliance with Klinic standards and privacy legislation.
- Responsible for the hiring and development planning for Crisis Program staff
- Assists Klinic leadership with program planning and implementation for the delivery of efficient and high-quality services.
- Supports an interdisciplinary approach to meeting health care needs, facilitating cross-program collaboration with Klinic services, as appropriate

- Fosters an environment that values quality and safety (including cultural safety), encourages improvement and welcomes new ideas
- Prepares reports and presentations for the Executive Director/Leadership, Klinik's Board of Directors and funding bodies.

This Role requires scheduling flexibility, occasional evening/weekend work, limited travel and participation in an on-call rotation.

### **Education and Experience**

- Graduate degree in a relevant discipline; undergraduate degree and relevant experience may be considered
- Five (5) years clinical and/or crisis counselling experience
- Three to Five (3-5) years supervisory/leadership experience
- Several years of directly related experience in the field of mental health with demonstrated knowledge of and experience in a variety of relevant clinical modalities required
- Knowledge of best practices, national and provincial standards and legislation and regulations relevant to program areas required
- Experience with and commitment to Reconciliation, and to dismantling racism and oppression within policies, procedures and practices
- Understanding of empowerment based, trauma informed principles
- Experience with and commitment to volunteer-based programming preferred
- Demonstrated skills and experience in related software, including proficiency in Word and Excel required
- Comprehensive knowledge and clinical experience related to the following: risk assessment, crisis intervention, trauma recovery, gender-based violence, sexual assault, mental health, substance use/addiction, harm reduction, suicide bereavement and sexual exploitation
- Completion of ASIST training
- Completion of Crisis Worker Certification with one year of hire

Please note that an equivalent combination of education and experience may be considered. Applicants are asked to explain in their cover letter how their education and experience meet the required qualifications.

You can view the full position description [here](#).

**START DATE:** Date of Hire

**HOURS OF WORK:** Monday to Friday, scheduling flexibility may be required including evening and weekend work, limited travel and periodic on-call rotation.

**SALARY RANGE:** \$95,000 to \$115,000 per year

**PLEASE EMAIL RESUME AND COVER LETTER:** to [jobs@klinic.mb.ca](mailto:jobs@klinic.mb.ca) and reference Job Posting #2025-112 in your email subject line.

Klinic is committed to working towards having a more equitable and diverse workforce at all levels of our organization. We welcome and encourage persons who reflect the diversity of the communities we serve to apply, those who identify as Indigenous, Black, Persons of Colour, 2SLGBTQQIA+, and/or those living with disabilities. Applicants are invited to self-declare in their cover letter.

Accommodations are available upon request during the assessment and selection process. Applicants are asked to please self-declare in their cover letter.

Thank you for your interest. Only candidates selected for an interview will be contacted