



JOB POSTING # 2021- 747

**MANAGER, COUNSELLING AND CRISIS SERVICES, SYSTEMS & SUPPORT
PERMANENT FULLTIME POSITION
40 HOURS PER WEEK**

Klinik Community Health is a pro-choice community health center that provides primary care, education and counselling services to our local community and throughout Manitoba. Driven by our vision of creating healthy and engaged communities, we promote health and quality of life for people of every age, background, ethnicity, gender identity and socio-economic circumstances. Rooted in social justice values, we believe that everyone deserves quality care, support and respect.

POSITION SUMMARY

Reporting to the Director of Services, the Manager, Counselling and Crisis Systems & Support is responsible for supporting the maintenance and operations of Counselling and Crisis Services, including managing intake, records management systems, providing system support and reporting, and reviewing and ensuring processes and procedures are effectively administered and developed. A key role of this position is supporting implementation of processes, systems, and policies that assist in the effective and efficient day to day support of service delivery.

The Manager, Counselling and Crisis Services Systems & Support supervises a team of support staff and provides leadership in overall records management, including responsibility for training and development of the EMR, iCarol, phone system (e.g.Telus) and ensuring appropriate access and usage. They also oversee scheduling of staff and volunteers and related scheduling software such as Humanity.

As a member of the leadership team, the Manager, Counselling and Crisis Services Systems & Support is responsible for working collaboratively with peers and promoting positive working relationships with other Klinik programs.

START DATE: Date of Hire
HOURS OF WORK: Monday to Friday, may require some evenings and weekends
STARTING SALARY RANGE: \$60,268 - \$84, 375 annually

PLEASE EMAIL RESUME BY: May 23, 2021 to Sharlaine Glowatsky at sglowatsky@clinic.mb.ca

Please reference Job Posting #2021- 747 in your email subject line

QUALIFICATIONS:

- Certificate in Health Care Administration or post-secondary training in a related field. Preference for certification in project management.
- Five (5) years experience in healthcare administration in a clinical setting.
- Coursework or training in privacy and related legislation is an asset.
- Proven leadership and supervisory skills.
- Demonstrated ability to work in an interdisciplinary setting to facilitate and maintain a collaborative team environment.
- Strong communication skills, both verbal and written. Demonstrated experience and ability writing reports or procedures.
- Initiative and strong problem-solving skills, complemented by strong organizational and multi-tasking skills.
- Strong computer skills, with demonstrated ability and experience in related software, including proficiency in Word and Excel, and records management systems.
- Must be able to obtain and maintain clear Criminal Record Check and Abuse Registry checks.

RESPONSIBILITIES:

Program Support

- Oversees and manages Counselling and Crisis Services' record keeping system, including responsibility for the electronic medical records (EMR) in counselling and iCarol in Crisis Services.
- Responsible for development, implementation, management, evaluation, and identifying improvement opportunities for program standards and procedures, including quality management and accreditation.
- Assists in the orientation of new program staff and volunteers to systems, processes, and policies, and ensures new staff/volunteers are trained in the use and function of the needed technology.
- Provides guidance and consultation to program staff ongoing on technology supports including electronic records systems and communication systems (phone, fax, etc).
- Monitors and performs audits of the EMR and iCarol to ensure required data entry is being performed correctly, enabling accurate statistical reporting. Advises staff and follows up on error correction and resolution with designated on-site administration staff or eHealth, as required.
- Oversees scheduling of staff and volunteers and related scheduling software such as Humanity
- Creates reports and assists in the development of evaluation tools to provide statistics in support of decision-making, program planning, and funding.
- Liaises with funders and partners in development and submission of reports and contract renewals.

- Ensures the adequate maintenance of program supplies, ensuring cost effective purchases are made.
- Participates on Klinik's Infection Prevention and Control Committee. Assists in maintaining infection control standards, reports variances, and ensures training and review of practices as per Klinik guidelines.
- Leads and provides guidance to a team of support staff, ensuring effective administration and delivery of program and service priorities.
- Participates on Workplace Health and Safety Committee.
- Provides support to the Privacy Officer as required.

Project / Change Management

- Coordinates projects and programs between all departments, internal and external stakeholders.
- Keeps management updated on program implementation, project progression and resourcing needs.
- Applies a change management framework, where appropriate, to improve outcomes in projects / initiatives.
- Acts as subject matter expert on allocated projects and provides daily operational support.
- Prepares and analyses reports for internal and external stakeholders in a timely manner.
- Supports the development of funding applications and proposals.
- Establishes strong relationship with funders and partners and acts as their point of contact where appropriate.
- Schedules and participates in regular internal and external project meetings as required.
- Appropriately reports any potential project and system issues.

General Leadership

- Responsible for hiring, performance management, and development planning of support staff.
- Supervises, coaches, and conducts performance evaluations of direct reports.
- Responsible for reviewing team processes and practices to ensure efficiency and ongoing improvement. Ensures activities comply with Klinik policies and procedures and relevant privacy legislation.
- Leads or participates in projects and special assignments, as required.

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

**Klinik is a pro-choice community health centre
and supports the principles of diversity, inclusion and cultural awareness**