



Job Posting #2025-075
Internal/External Posting
Posting Date: Sept. 15, 2025
Closing Date: Sept. 29, 2025
Union: MAHCP

Clinical Supervisor (Operational) for 988 Service Delivery
FULL TIME TERM POSITION

1.0 EFT (40 hours a week)

Start Date- Date of Hire

Term End Date- March 31, 2026 (with possibility of extension)

Hours of Work: Days

Klinik Community Health is a pro-choice community health centre 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

As a member of Klinik's Crisis and Counselling Program, the Klinik 988 Clinical Supervisor will provide support, direction and supervision of the Klinik 988 volunteer team in real time. This position will support teams, clients and general service provision within the Klinik 988 Service Delivery Model and will provide clinical and operational supervision for the program. They will act as the point person and will assume the support role for the daily function and training of the Klinik 988 Service Delivery Model including phone systems and volunteer complement. 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 human service-related discipline such as social work, psychology, sociology, nursing, or education is preferred. Other relevant undergraduate education and experience may be considered
- 5 years supervised clinical counselling experience
- 3 years clinical supervisory experience
- Training in clinical supervision or a commitment to obtain within one year of employment
- 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



- Knowledge and experience working within the current TALK SUICIDE model or national crisis response training preferred.
- Ability to contribute to a positive team culture
- Experience with and commitment to Reconciliation and to dismantling racism and oppression within policies, procedures and practices.
- Awareness of and sensitivity to issues of diversity
- Excellent interpersonal and communication skills (verbal and written)
- Demonstrated ability to effectively supervise and support volunteers
- Ability to learn and adapt to new computer programs

Responsibilities:

- Provide clinical consultation and decision making support and guidance to the volunteer call takers for the 988 National Suicide Line.
- Debrief with volunteers in the moment
- Develop, monitor and adjust volunteer scheduling issues as they occur (i.e. sick calls/coverage/shortages)
- Facilitate peer consultation
- Review call recordings of volunteers
- Review reports in ICAROL for quality assurance and clinical supervision purposes
- Update stats as required-Klinik data records
- Supports the management of client complaints and follows up with volunteers as necessary
- Delivers and supports volunteers with 988 training modules and processes
- Maintains the volunteer evaluation process and annual reviews
- Provides feedback and supports volunteer learning goals
- Advises the Management Team of sensitive or at-risk clinical issues
- Works in collaboration with Program Managers and the Director to ensure delivery of high-quality clinical service to clients
- Recommends, provides and facilitates clinical skill development through ongoing education/training activities

REQUIREMENTS

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks
- Completion of ASIST training
- Completion of Crisis Worker Certification Exam within one year of hire

SALARY RANGE

\$45.436 per hour - \$61.665 per hour



APPLICATION PROCESS

- Application Deadline: September 29, 2025
- Email cover letter and resume to: jobs@klinik.mb.ca
- Please note "Job Posting #2025-075" in the email subject line

Klinik is committed to working towards having a more equitable and diverse work force at all levels of our organization. We welcome and encourage persons who reflect the diversity of the communities we serve to apply, including those who identify as Indigenous, Black, Persons of Colour, 2SLGBTQIA+, 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.

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