

Job Posting #2025-106
Internal/External Posting
Posting Date: Nov. 28, 2025
Closing Date: Open Until Filled
Union: Exempt

Manager, Operational Crisis Support Services
Permanent Full-Time 1.0 EFT (40 Hours Per Week)

Klinik Community Health 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, Systems & Support. 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 Manager, Operational Crisis Support Services is responsible for supporting the maintenance and operations of Crisis Services, 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 effective and efficient day-to-day support of service delivery.

The Manager, Operational Crisis Support Services supervises a team of support staff and provides leadership in overall records management, including responsibility for training and development of electronic client records, the Crisis program phone system (e.g. Gazelle), and ensuring appropriate access and usage. Responsible for the development, implementation, management, and identifying improvement opportunities for the Crisis schedule, including scheduling software such as Humanity.

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

Key Responsibilities include:

- Coordinates all project management activities for Crisis Program projects and provides subject matter expertise on allocated projects
- Applies a change management framework where appropriate, to improve outcomes in Crisis Program projects/initiatives
- Provides daily operational support to the Clinical Crisis Support Services Manager, Crisis Program Clinical Supervisors, and Crisis Program Coordinators to provide Crisis Program staff and volunteers with the required systems, processes, and software platforms
- Manages timelines based on Crisis Program specific timeframes
- Supports the preparation of reports in collaboration with the Research and Program Evaluation Analyst, the Crisis Program Manager, and the Quality Assurance Coordinator
- Supports the development of Crisis Program funding applications and proposals
- Informs leadership on program implementation, project progression and resourcing needs
- Builds recommendations and adjust projects as needed to meet KPIs as defined in the organization's strategic plan
- Identifies and analyses discrepancies and errors across defined responsibilities. Corrects errors and follows up on issues
- Establishes strong relationships 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
- Reports potential project and system issues
- Identifies project risks, develops risk mitigation strategies and reports to leadership on the progress of these mitigation strategies
- Oversees and manages the Crisis Services client record keeping system
- Leads the development, implementation, and management of the Crisis schedule, including scheduling software such as Humanity

Education and Experience:

- Undergraduate degree in a health or social services related field. Certificate in Health Care Administration or post-secondary training in a related field. Preference for certification in project management.
- 5 years' experience in healthcare administration in a clinical setting.
- Coursework or training in privacy and related legislation is an asset.
- Experience with and commitment to Reconciliation, and to dismantling racism and oppression within policies, procedures and practices

Please note that an equivalent combination of education and experience may be considered. Applicants are required 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, night and weekend work, limited travel and periodic on-call rotation.

SALARY RANGE: \$58,000.00 to \$77,000.00 annually (under review)

PLEASE EMAIL RESUME AND COVER LETTER BY: to jobs@klinik.mb.ca and reference Job Posting #2025-106 in your email subject line.

Klinik 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.