



Support, every step of the way

EXTERNAL JOB POSTING

Job Title: Clinical Supervisor
Program: Newcomer Services
Posting Date: March 6, 2018
Status: Full-Time; Permanent; Union

Job Posting #: 926
Effective Date: April 1, 2018
Posting Closing: March 20, 2018 @4PM

Purpose: To work collaboratively with the newcomer programs to provide a standardized approach to clinical oversight of the case management teams within the Newcomer Services Department.

Duties

1. Provide clinical oversight of intensive case management across the newcomer services department and provides direct service to own case load;
2. Perform audits on ETO database when required; ensure documentation/data is being completed within 24 hours.
3. Maintain best practices across Newcomer Services Department
4. Apply a lens of liability and risk - identifying high risk cases which need further action planning;
5. Support clinical consultation on complex care issues to case managers and other stakeholders;
6. Perform audit of files in collaboration with program managers and staff
7. Develop a core set of skills for case management teams that have defined expectations and accountability attached to them;
 - a. Strength based approach
 - b. Motivational interviewing
 - c. Empowering service delivery
 - d. Crisis management
8. Works collaboratively to develop, implement and monitor case plans and communicates ongoing Newcomer Service successes and areas for improvement to CSS Manager
9. Completes administrative tasks, maintains effective recording/tracking systems and responds to queries.
10. Complete reports when required.
11. Works in partnership with professionals from other organizations that support clients such as social care, health, police, education, youth serving agencies and early childhood services
12. Evaluate the program on an on-going basis and recommend service delivery changes.

13. Adhere to the policies and procedures of Wesley Urban Ministries.
14. Attend and or run staff meetings and training sessions as required.
15. Other duties as assigned.

Qualifications

1. 5 years relevant, practical experience with target population, Bachelor of Social Work required.
2. Must be registered with the College of Social workers and Social Service workers and in good standing.
3. Experience providing clinical oversight, with a strong understanding of accountability, stewardship, continuous improvements
4. Strong case management experience with demonstrated knowledge of best practices
5. Strong understanding or experience of working with victims of trauma
6. Advanced computer skills required in the following programs: Microsoft Word, PowerPoint, and Outlook; Adobe and internal/external program databases
7. Excellent communication, organization, and coordination skills.
8. Proven ability to demonstrate Wesley Urban Ministries' mission, vision, and values.
9. Ability to work in a fast-paced environment and high stress situations.
10. Knowledge of the settlement services and integration process and working knowledge of challenges faced by newcomers to Canada.
11. Extensive knowledge of community programs, services, and resources.
12. Fluent understanding of one of the priority languages would be an asset: Arabic, Somali, Swahili, Farsi, or Dari. This includes: speaking, reading, writing and listening
13. Flexibility with work hours including evenings and weekends.
14. Must be willing to be mobile in the community.
15. Valid Driver's License with access to a vehicle would be an asset
16. Non-violent crisis intervention and 1st aid/CPR training is required

Competencies

Customer Service

- 1) Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
- 2) Helps to create and contributes to a work environment that embraces and appreciates diversity
- 3) Values and respects the internal and external customers to the organization

Accountability

- 1) Takes personal responsibility for the quality and timeliness of their work, and team work
- 2) Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

Commitment

- 1) Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
- 2) Acts with integrity
- 3) Demonstrates a knowledge of the code of ethics of working in social services
- 4) Adapts to changing program requirements, conditions and work responsibilities

Interested candidates should send resumes to: hr@wesley.ca

Wesley Urban Ministries is an equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at www.wesley.ca. Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at hr@wesley.ca.