

**Manager, Child & Family Grief Services**  
**Position Description**

**Position Title:** Manager, Child & Family Grief Services

**Reports To:** Director, Child & Family Grief Services

**Status:** 1.0 FTE, Permanent

**Direct Reports:** Senior counsellor, Counsellors, Intake Coordinator

**Position Summary:** The Manager of Child & Family Grief Services (CFG Services) is responsible for the direct supervision of counselling staff and the day-to-day coordination and development of CFG programs. Under the direction of the Director of CFG Services, this position assists with program administration, continuous improvement, outcome measurement, and team development.

The Manager of CFG Services is a member of the leadership team and participates in strategic planning and budgeting initiatives as required. The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

**Primary Responsibilities:**

**Clinical Practice**

- Provides direct supervision to the Child & Family Grief Services' senior counsellor, counsellors, and intake coordinator.
- Attends consultation meetings to assist with case management and promote consultation and team development
- Helps coordinate research related projects
- Keeps informed of new and emerging practices in the field and in the community and responds to changing organizational and community needs.
- Documents best and leading practice as implemented in CFG Services.

**Human Resources & Administration**

- Delivers exceptional results that meet performance expectations and expects and inspires others to do the same
- Assists with the development of an annual budget
- Oversees the supervision of practicum students
- Assists with coordination of CFG Services volunteers
- Ensures the right people are in the right roles by assisting with the selection, hiring, coaching, and performance reviews of the CFG Services team
- Prepares regular reports as required

**Programs & Community Collaboration**

- Assists with coordination of consulting services offered by Child & Family Grief Services to other organizations (incl. schools, health and mental health services)
- Develops new Child & Family Grief Services initiatives as appropriate
- Attends professional networking meetings and participates in agency and community committees to contribute to the advancement of professional standards, build a strong resource group and fulfill ongoing professional development.

**Quality Improvement**

- Assists with the development of accreditation initiatives, policy revisions and writing, development of clinical guidelines, and conducts chart audits.
- Demonstrates a commitment to continuous quality improvement, collaboration and outcome measurement initiatives
- Maintains appropriate record keeping related to safety policies and procedures
- Ensures the integration of outcome measurement in clinical practice. Responds to the feedback and works with results to inform quality improvement in programs and services.

**Qualifications:**

- Master's Degree in Counselling, Social Work, or related discipline
- Current registration and/or licensure required
- Management experience (3-5 years)
- A minimum of 5 years of counselling experience in grief, trauma, family systems, and risk assessment
- Proven exceptional clinical experience working with children, teens and families in a counselling setting
- Experience coordinating/managing volunteers
- Experience using databases and electronic outcome measurement systems
- Strong counselling skills, knowledge and integration of diverse counselling approaches
- Proficiency with Microsoft Office suite
- Valid Class 5 driver's license and own transportation required
- Clear criminal record check and Child Intervention Check

**Working Conditions:**

- The position is a 38.75hr/week position with a 9:00 – 5:00pm Monday to Friday work week
- Occasional evening and weekend work required as programming includes evening service delivery
- Some travel is required within city limits and occasionally in local rural areas