



Clinical Manager - Living with Advanced Illness Centre
Position Description

Position Title: Clinical Manager, Living with Advanced Illness Centre

Reports To: Executive Director

Status: 1.0 FTE, Permanent

Position Summary: The Clinical Manager of Living with Advanced Illness Centre (LAIC) oversees the department's day-to-day activities and assumes primary responsibility for the clinical supervision and development of the LAIC team. The team includes 2 family counsellors, a spiritual health practitioner and a program coordinator.

The position, in collaboration with the leadership team, develops and implements the strategic priorities of the organization. The Clinical Manager of LAIC assists with strategic visioning, budgeting initiatives, and the marketing of Hospice Calgary services. The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

This position is accountable and responsible for specific projects as assigned.

Primary Duties and Responsibilities

Clinical Practice:

- Provides direct clinical supervision and consultation to the LAIC team through advanced practice related to complicated family dynamics.
- Participates in family conferences or clinical sessions as required.
- Assesses ongoing clinical development and wellness needs of staff and plans related initiatives.
- Coordinates the sharing across clinical teams (Rosedale Hospice, LAIC, and Children's Grief Centre) when applicable to ensure continuity of care and educate patients/clients, staff, volunteers, and the wider community.

Education and Programs:

- Develops and implements LAIC programs and services, including expanding current programs and initiating new ones.
- Supports agency-wide initiatives that impact clinical services.
- Shares responsibility with other clinical directors for the development and maintenance of clinical resources for staff and clients.
- Develops partnerships with post-secondary institutions that support training and research related to community-based hospice/palliative care.
- Networks with external groups to build relationships, share expertise in palliative and hospice care, and to increase awareness of Hospice Calgary's services.

- Assists in the development, coordination, and implementation of continuing education programs offered to external groups.

Program Evaluation:

- Evaluates client assessment tools and makes recommendations for change as necessary.
- Evaluates outcome measurement tools and develops, and implements changes as necessary.
- Coordinates clinical quality improvement initiatives.

Administration and Human Resources Management:

- Provides direct clinical supervision to LAIC Family Counsellors, Program Coordinator, and Spiritual Health Practitioner.
- Supervises clinical contract consultants and LAIC practicum students.
- Builds relationships with community stakeholders to advance the mission and fundraising goals of the organization.
- Reviews and revises clinical program budgets and the yearly statistical collection process.
- Assists with development of clinical risk management policies and procedures.
- Organizes and attends departmental and inter-departmental meetings to maintain effective communication.
- Participates in committee work and community initiatives as appropriate.
- Works as part of the leadership team to develop and further the strategic directions of the organization.

Qualifications:

- Master's Degree in Social Work, Counselling, or related discipline is required.
- ***Current registration with professional association is required prior to starting.***
- 5 years clinical experience providing assessment and intervention including mental health is required.
- Experience supporting and supervising advanced front-line practitioners and practicum students is required.
- Expertise in end-of-life, grief, and trauma clinical practice is required.
- 5 years progressive experience in a management role.
- Outstanding oral and written communication skills.
- Excellent problem solving and critical thinking skills.
- Strong knowledge of hospice and palliative care services in Calgary and surrounding areas.

Working Conditions:

A standard work week (Monday – Friday) is required (168 hours/month) based on 7.75 hour work day. Willingness to work in a flexible environment that requires work in the community and at both Hospice Calgary sites. On-call and evening and weekend work may be necessary on occasion.