

August 2020

Manager of Client Services (Clinical Management)

Halifax Transition House Association
12 months – Possibility of Extension

Position Overview

The Halifax Transition House Association (HTHA) provides shelter accommodation, services and referrals for women and children experiencing intimate partner violence (IPV).

HTHA, known as Bryony House, is the largest transition House in Nova Scotia and is located in the Halifax Regional Municipality. Our emergency shelter program provides temporary safe housing for women and their children. Programs include supportive counselling, referrals, play time for the children and a housing support program. In addition to our shelter programming, HTHA also offers an outreach program that provides supportive counselling and group supports for women who are residents of our shelter.

We place the highest values on meaningful client, family, and community engagement. Effective engagement requires us to develop programming that informs our community of practice, and in turn builds an organizational learning culture.

Reporting to the Executive Director, the Manager of Client Services and Clinical Management will work as part of the team in the provision, planning, development, and evaluation of the programs and services offered at HTHA under the umbrella of the Bryony House Shelter and Outreach Programming.

The Manager of Client Services, in collaboration with our staff team, will review and explore models of practice, case management and service delivery, ensuring current and effective policy and procedures.

Project Summary

This position is funded by the NS Advisory Council on the Status of Women's 'Standing Together to Prevent Domestic Violence' program.

The Halifax Transition House Association of Halifax (HTHA) has been providing safe shelter and supports for women, children, and youth for more than 40 years. "**Building Communities of Care to Prevent, Support and Provide a continuum of care in response to Intimate Partner Violence (IPV)**," is designed to support the development of evidence-based models of practice and service delivery.

The Project will provide the necessary resources and capacity building to develop evidence-based practices in our work to better serve the diverse community of women and families who access services at HTHA.

Phase I of the Project will focus on gathering First Voice Perspectives using research activities. Phase I also includes exploring other models of practice to further develop our responses to IPV, with the goal of more effectively disrupting the cycle of violence and supporting women and families in rebuilding their lives. The information gathering process will allow HTHA to reach out to existing and new partners to ensure optimum experiences to those we serve, expand and enhance HTHA's role in response to IPV and to build community collaboration in support of women and children throughout their healing.

This project will also address the need to build capacity within the organization to better meet the needs of the diverse populations who access services at HTHA each year. We will design programming that is inclusive and relevant and offers women and families appropriate options in our broader community as they rebuild their lives.

HTHA, through skills building activities and partnership development will create a plan to wrap a seamless continuum of care around women, families, and their community in response to IPV. This project will support the development and rebuilding of partnerships through the creation of best practices in service delivery and programs, supported by an evidenced based framework.

Core responsibilities include

- Provide oversight, assessment and ongoing development of the programs and services offered by HTHA.
- Develop a plan for and provide ongoing assessment, guidance, and coaching for the team in the area of case management planning and best practices when working with individuals, families, and groups.
- Periods of 'on-call' for emergencies will be required.
- Maintain accurate, concise, and current files according to professional and organizational service standards.
- Provide consultation, supervision, and training to staff as required.
- Hold a leadership role in quality improvement opportunities within the team service as well as the organization.
- Provide leadership re the development, implementation, and engagement around the administration of community-based research practices.
- Participate as a representative on service, organization, and community committees as appropriate.

Qualifications

- Master's degree in Clinical Psychology, Social Work, or Clinical Counselling from a recognized university program required.
- Leadership competencies required at this level of work are: Decisiveness, Strategic Orientation, Change Leadership, Team Leadership, Effective Interactive Communication, Self-Awareness, and Personal Impact, Partnering and Relationship Building, and Intercultural and Diversity Proficiency.
- Demonstrated skills in coaching teams through developing new practices in working with clients based on models of practice.
- Minimum of 3 years of relevant clinical experience.
- Minimum of 3 years of relevant project management and supervision experience or combination.
- Past training and skills in a variety of individual and group models
- Demonstrated ability to work cooperatively and collaboratively as part of an interprofessional team
- Demonstrated ability to work independently.

- Demonstrated ability to represent and respect client interests.
- Demonstrated ability to take initiative and provide leadership in areas of expertise.
- Demonstrated ability to work in a variety of settings and to be flexible
- Successful applicant will be required to provide a criminal record check (including Vulnerable Sector Search); proof of Level C First Aid & Non-Violent Crisis Intervention certification as a condition of employment.
- Experience working in a unionized environment is an asset.
- Experience working with women and children who have experienced IPV is an asset.
- Experience working with children and child development is an asset.

Applicants relying on education and experience equivalencies must clearly state such equivalencies in their cover letter, resume or application. Additionally, candidates will not be considered for an interview if applications are incomplete or missing information.

Position Start Date: TBA, August

COVID The employer is employing all public safety measures such as social distancing and isolation when required.

Hours of work: 35 hours a week/flexible times day/evening

Rate of pay: \$62,000 - to be discussed, based on education and experience.

Term: May 2020 – May 2021. It is expected that this project will continue for a second year and will become a permanent operational position within the organization.

Deadline for Receipt of Applications: Open until filled; Anyone who has already applied does not need to resubmit your application.

Send Applications by EMAIL only: Maria Mac Intosh, Executive Director
director@bryonyhouse.ca

*The Halifax Transition House Association (Bryony House Shelter) is a Unionized work environment;
Public Service Alliance of Canada: Local 80022.*