



Leadership Opportunity at Salus

Director, Clinical Services

(full-time permanent)

ABOUT SALUS

Salus offers a range of supportive housing options for adults with serious mental illness and concurrent challenges including addictions, homelessness and cycles of hospitalization. We have been an unwavering champion for people with mental illness for more than 45 years, providing the first step in the recovery process—a stable home environment.

Salus client, Jon gratefully acknowledges that without Salus, he would not have a stable home. Now, his home provides him stability and the freedom to relax, and also pursue his ambitions, as he says,

“Home is where you can just sit back and relax and move forward. It’s the place you always have to come back to.”

Everyday, our staff make a difference in our client’s lives. Our team is passionate about our mission and supporting clients on their journey to recovery and independent living. We are committed to fostering a culture that aims to positively impact, support, and develop our staff to create an exceptional employee experience! **Join our team as Director of Clinical Services!**

WHERE YOU COME IN

The Director of Clinical Services plays a pivotal role in shaping the organizational vision and service delivery as it relates to clinical services. Reporting to the President/CEO and working alongside the senior leadership team, and program management teams, the Director of Clinical services evaluates, measures, and implements programs and services that ensure high-quality client care in alignment with the Agency’s strategic plan.

HOW WE SUPPORT YOU

- Competitive earnings
- Generous health benefits and pension plan (HOOPP)
- Compressed workweek
- Paid vacation and personal days
- Employee well-being program
- Commitment to inclusion, diversity, equity, access, and anti-racism
- A friendly team who creates a great work environment

WHAT YOUR JOB WOULD LOOK LIKE

As a member of the Senior Leadership Team, you will:

- Collaborate effectively with management team to plan, implement, and achieve agency strategic objectives and growth strategies.
- Coordinate program resources in line with strategic direction. Ensure programs are monitored to track progress, outcomes and optimal use of resources, and that adjustments are made as needed.

- Assume fiscal responsibility for your program areas: participate in the budgeting process, the control and monitoring of expenditures.
- Identify and stay current with policies and trends in the external environment that may affect the agency.
- Facilitate collaboration across teams to achieve common goals, break down barriers, and promote the sharing of expertise and resources.
- Provide back-up support to other members of the leadership team.

Clinical Supervision

- Provide leadership including the big picture and context for staff to understand and do their work.
- Support staff and provide program specific guidance for Salus' clinical programs.
- Train, coach and support staff to ensure they have the tools to deliver quality services that result in a high level of client and family satisfaction.
- Ensure adherence to agency vision, values and mission, program goals and outcomes, and make certain that staff operate within the logic model.
- Motivate and support staff to facilitate positive morale and teamwork.
- Encourage and model the goal of continuous learning and improvement.
- Provide guidance to others to ensure understandings of ethical practice.

Service delivery

- Oversee Program Managers (6) and provide overall guidance and direction for clinical services within Salus, including but not limited to:
 - Fisher & Recreation program, Grove & Forensic Supportive Housing program, Community Development & Shared Living program, Shelters to Homes program, Support in Social Housing program, Anglophone & Francophone Case Management services, and Assertive Community Engagement (ACE) Supportive Housing program.
- Ensure the integration of Salus clinical services with the best use of staff and other resources to serve all program clients, while maintaining the specific mandates of individual programs according to funding, partnership and other agreements.
- Identify opportunities for Salus' clinical services to support and assist with the development other Salus programs; seek out ways to use those opportunities for the benefit of all Salus clients.
- Ensure compliance with funding agreements related to programs supervised.
- Ensure ongoing monitoring and updating of service and purchase of service agreements with partner agencies relating to programs supervised.
- Establish and maintain positive relationships with partner agencies, ensuring that any changes requiring adjustments to those relationships, in order to maintain the best possible client service, are identified and that there is an appropriate agency response.
- Supervise and administer contracts for the provision of professional services by external providers.
- Ensure the development, review and modification of services and supports offered by:
 - Ensuring that best practice models of service delivery are used;
 - Developing and implementing program evaluation processes that are client friendly, practical for use by staff, and geared to providing both information required by funders and information that will facilitate ongoing internal program review and improvement; and
 - Ensuring that quality assurance and improvement practices are used to measure the success and satisfaction of clients.
- Provide leadership and oversight for the selection of clients for clinical services.
- Provide oversight and participate in the provision of agency after hours on call service rotation.

Collaborate with Partners

- Develop and maintain partnerships with community partners.
- Participate in committees, working groups and knowledge-sharing opportunities with community partners.
- Represent Salus in the community.

Personnel Administration

- Conduct performance appraisals.
- Ensure good information flow, develop and participate in effective communication mechanisms.
- Ensure adherence to agency policies, procedures and standards.
- Monitor and enforce occupational health and safety regulations, providing a safe environment for employees, clients and visitors.
- Ensure all appropriate laws and regulations are communicated to staff, are understood and are being adhered to (*Occupational Health & Safety, WHMIS, Employment Standards Act, Ontario Human Rights Code, Municipal by-laws, etc.*).
- Ensure staff follow the Code of Conduct and appropriate professional Code of Ethics.

WHAT YOU BRING

- M.S.W. or similar, educational background in a related discipline.
- Five year's (5) experience working with adults recovering from severe and persistent mental illness, including substance use health and behavioral addictions.
- Five years (5) or more management experience.
- Specialized training in psychiatric rehabilitation, concurrent disorders is an asset.
- Valid Driver's License and use of own vehicle required.
- Knowledge management practices in a unionized environment and administration of non-profit organizations and supportive housing.
- Knowledge of management practices in a unionized environment.
- Full proficiency in English is required. Bilingualism (English/French) is strongly preferred.

WHERE YOU EXCEL

- Excellent communication skills; adapts style to the appropriate audience and able to transfer knowledge effectively and efficiently.
- Ability in planning, program development and evaluation.
- Ability to supervise, motivate and support staff.
- Conflict resolution and negotiation skills.
- Ability to collaborate and foster partnerships with other agencies and their staff.
- Ability to represent the agency effectively in the community and with other agencies.
- High degree of proficiency with office software applications, including Microsoft 365 (Word, Excel, PowerPoint, Outlook), virtual meeting platforms (e.g. MS Teams, Zoom), and collaboration platforms (e.g. SharePoint).

MORE ABOUT YOU

- You are committed to Salus' core values and strategic direction.
- You have energy, enthusiasm and passion to support the delivery of supportive housing for those suffering from severe and persistent mental health, including substance use health and behavioral addictions.
- You take opportunities to share information, teach, and model best practices and professionalism.
- You demonstrate sound judgement, common sense and have the ability to consider the big picture in decision making.
- You proactively address conflict with tact and diplomacy.
- You are a model for ethical behaviour.

HOW TO APPLY

If you wish to apply for this position, please submit your resume with a cover letter by email to HR@salusottawa.org with the subject heading "**Director Clinical Services 032024**". This position will remain open until filled.

Ottawa Salus is an equal opportunity employer and values diversity in its workforce. Do not hesitate to contact us if you require alternative arrangements to submit your application. Candidates requiring accommodations during the interview process should advise in advance.

JOIN OUR ONLINE COMMUNITY

For more information on how you can support Ottawa Salus or get involved please visit our website at: <https://www.salusottawa.org>