



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale
Kingston Frontenac Lennox & Addington

Position: Clinical Services Supervisor

Competition Reference: 2019-40-KFLA

Required Shifts: Days, Evenings, Weekends, On Call

Reports to: Associate Director

Vacancies: 1

Hourly Rate:

Job Status: Full Time

Location: Kingston

Union/Non-Union: Non-Union

Job Summary:

The Clinical Services Supervisor is the Agency's principal point of contact during evenings, nights, weekends and statutory holidays [after-hours]. As the Agency's on-site management representative, the Clinical Supervisor is responsible during the after-hours for all operational, human resource and client related matters.

The Clinical Supervisor will ensure appropriate staffing levels, time and labour data entry for all agency employees. In collaboration Associate Directors, the Clinical Supervisor is accountable for: development, implementation and evaluation of staff schedules of all employees of KFLA and ensuring the Shared Services Office (SSO) receives master schedules for the agency.

The Clinical Supervisor will ensure employees are scheduled appropriately and pay data is captured in accordance with established policies, procedures, collective agreement provisions and the ESA. The Clinical Supervisor will also be responsible for reviewing and revising time and labour data, running reports and maintaining records on attendance and assists with the implementation of attendance management intervention, according to agency guidelines.

The Clinical Supervisor will also work day shifts during which they will support the effective delivery of Clinical Services within their assigned portfolios. They use clinical expertise, knowledge and leadership skills to promote quality care, utilization of best practices consistent with current legislation, organizational policies and procedures, and the organization's Mission, Vision, Values, Ethics and strategic directions.

Minimum Qualifications:

- University Degree in a health-related discipline
- Education and experience in managing and mentoring clinical unionized staff, preferred
- Three years of related experience in a management role, with clinical practice experience working in a relevant health care environment.
- Prior experience providing assessment, treatment and rehabilitation to those with serious mental illness and/or addictions issues

Knowledge, Skills and Abilities:

- In-depth knowledge of related legislation (e.g. Public Hospitals Act, Mental Health Act, Freedom of Information and Protection of Privacy Act, Personal Health Information Protection Act, Consent, etc.)
- Proficiency using word processing and communications/scheduling applications, (including Microsoft office Software, i.e. Word, Excel, and Power Point), Electronic Client Record.
- Demonstrated ability to effectively manage a crisis situation.
- Demonstrated commitment to the Mission, Vision, Values, Ethics and strategic directions of AMHS-KFLA
- Demonstrated ability to create an inclusive and welcoming environment that values each individual, respects their values, preferences and unique abilities; and mitigates against the experience of stigma
- Demonstrated Clinical Supervisory skills, including problem solving, critical thinking, conflict resolution and negotiation
- Demonstrated commitment to ongoing quality improvement, change management, and delivering outstanding quality and results
- Demonstrated positive approach and resilience toward innovation and change, and ability to quickly adapt to evolving workplace standards of practice
- Demonstrated understanding and alignment to, expectations and deliverables of the organizational, department and team goals; effective stewardship of resources
- Demonstrated interpersonal, written and verbal communication skills and ability to demonstrate tact and diplomacy with diverse groups of stakeholders
- Demonstrated ability to effectively work independently with proven reliability and trustworthiness
- Demonstrated ability to organize and prioritize work effectively, manage a full workload and meet deadlines in a busy environment with frequent interruptions
- Demonstrated trouble shooting skills and ability to problem solve issues that may arise in carrying out the duties of this position
- Demonstrated commitment to continued learning and professional growth

- Demonstrated effectiveness as a team member through collaboration, respect and effective communication
- Demonstrated understanding and commitment to health and safety policies, procedures and applicable legislation, promoting a physically and psychologically safe environment for everyone
- Demonstrated good physical condition to meet the physical demands of the position and attend work on a regular basis
- Must possess a valid Ontario Driver's License, have regular access to a reliable vehicle and provide proof of adequate vehicle insurance
- Required to provide a satisfactory criminal reference check (CRC) with Vulnerable Sector Screening prior to hire

*Please submit a resume and cover letter as one document only **quoting Competition Number 2019-40-KFLA***

Email: amhs.careers@amhs-hpe.ca

AMHS-KFLA strives to be a diverse and inclusive workplace. We encourage applications from all candidates who would contribute to the diversity of our community enhance our ability to provide quality services to our clients.

We are committed to accessible employment practices. If you require an accommodation to fully participate in the recruitment and selection process, please inform Human Resources to discuss your individual accessibility needs.