

## Director, Clinical Services

**POSITION TITLE:** Director, Clinical Services

**POSITION TYPE:** Permanent Full-Time

**DEPARTMENT:** Senior Leadership

**SCHEDULE:** Monday- Friday, 9:00am-5:00pm. Schedule must be flexible to meet organizational needs. Participation in on call schedule of 1 out of every 8 weeks

**SALARY:** \$108,120- \$121,634.10 annually, depending on qualifications and experience

**UNION:** Excluded

**LOCATION:** 616 Powell St, with limited travel expectations

**START DATE:** as soon as possible

**COMPETITION #:** job2020.056

To apply, please email resume and cover letter (quoting competition # job2020.056) to Kim Woodward, Assistant Director of Human Resources and Labour Relations at [kwoodward@raincityhousing.org](mailto:kwoodward@raincityhousing.org)

RainCity Housing serves a diverse group of people and we need a staff group that reflects the diversity. People of diverse backgrounds and cultures are encouraged to apply.

### About Us

RainCity Housing is an organization that makes a difference in people's lives. With a goal of providing a home for everyone, RainCity's programs sustain relationships, strengthen communities and make change for people experiencing homelessness and mental health, trauma and substance use issues. We invite you to be a part of the change.

The **Director, Clinical Services** position provides an opportunity to join a strong Senior Leadership Team committed to supporting the dignity of each human being that we work alongside, and the development of more just and inclusive communities. Our guiding principles inform the work that we do:

- **Integrity:** striving to be transparent and just
- **Connection and community:** building on ways that communities and relationships sustain us and strengthening our connections to land, culture and family
- **Diversity and inclusion:** supporting, employing and allying with people with diverse backgrounds and experiences
- **Continuous learning and innovation:** being curious about people, reflecting on our work and finding ways to be better at what we do
- **Personhood and hope:** building relationships with people and supporting their unique goals and strengths

### Position Summary

Overseeing program development and implementation of clinical programs, the **Director, Clinical Services** takes ownership of developing, implementing, monitoring, and evaluating the clinical programs' purpose, principles, policies, and practices.

The Director ensures these clinical programs (currently a Vancouver/Richmond Housing First Assertive Community Treatment Team and a Maple Ridge Housing First Intensive Case Management Team) directly support and are aligned with RainCity's mission, principles, and values. Reporting to the Co-Executive Director, the **Director, Clinical Services** champions the development of agency wide, high quality, accountable services and supports.

The **Director, Clinical Services** promotes the interests of RainCity and the people we work with in the community and ensures that programs are maximally integrated and coordinated with other systems of care. Beyond programming, the **Director, Clinical Services** has oversight of RainCity's medication program.

As a member of the Senior Leadership Team, the Director communicates with a wide variety of people including other members of the Senior Leadership Team, the Board of Directors, staff, union representatives and external agency representatives.

## POSITION QUALIFICATIONS & COMPETENCIES

### *Qualifications*

- Masters level degree in healthcare, health services administration or a related field
- Active registration with a regulatory college under the Health Professionals Act (HPA)
- A minimum of ten years experience with programs that deliver direct services to individuals living with mental illness, substance use and physical health issues. Five years of this experience should include managing programs, including experience in funding, budgeting, program planning, policy development and labour relations.
- Current First Aid and CPR certification
- A clear vulnerable sector criminal record check
- Class 5 drivers license

### *Expert Knowledge in*

- Practices for populations with complex needs related to mental health issues, substance abuse and homelessness
- Mental health diagnoses, medications, treatments, support resources, and strengths-based recovery
- Related physical health issues (e.g. HIV and Hepatitis C), including diagnoses, treatment and support resources
- Housing continuum including market, subsidized, and supported systems, as well as program models for special needs populations
- Oppression and marginalization, specifically as related indigenous people and people living with mental health and/or substance abuse issues
- B.C. health care and social services systems

### *Competencies*

#### *Strategic Thinking*

- Makes strategic planning decisions crucial to formulating and achieving operational objectives
- Translates theory and principles into workplace systems that ensure alignment of daily practices

- Provides analysis and makes recommendations on trends and developments in health care and clinical practice as applied in social service organizations
- Understands, interprets, explains, and applies relevant municipal, provincial, and federal policy, law, regulation, and court decisions
- Ability to determine strategies to move the organization forward, set goals, create, and implement action plans, and evaluate the process and results

### ***Problem Solving/Judgement***

- Strong problem solving and conflict resolution skills; can consult effectively to develop solutions to complex organizational, financial, people management, and systems issues
- Effective decision maker; able to assess situations to determine the importance, urgency and risks; able to make clear and timely decisions in the organization's best interests
- Ability to set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities

### ***Communication***

- Champions positive working relationships with internal and external stakeholders to achieve the goals of the organization
- Listens well and encourages open exchange of information and ideas using appropriate communication media
- Excellent communication skills with the ability to present proposals and recommendations clearly, logically and persuasively; and to prepare clear, concise and comprehensive correspondence, reports and other written materials
- Displays high emotional intelligence; uses tact and diplomacy in dealing with sensitive, complex and confidential situations

### ***Leadership***

- Creates connections, trust and shared meaning with diverse individuals and groups
- Inspires strategic vision in others by identifying, establishing, and communicating clear and meaningful expectations and outcomes
- Models core qualities such as honesty, integrity, resilience, and confidence
- Able to anticipate, understand, and respond to the needs of internal and external stakeholders to meet or exceed their expectations within organizational parameters
- Demonstrates leadership using positive reinforcement, strengths-based feedback and coaching to direct team members, stakeholders, and partners
- Ability to facilitate collaboration, cooperation, and coalitions among diverse groups, aimed at improving programs, services and goals
- Self aware; understands personal assumptions, values, principles, strengths and limitations. Takes responsibility for personal actions and actively seeks opportunities for ongoing personal and professional development

### ***Financial Acumen***

- Demonstrated experience in developing, implementing, monitoring, and amending departmental budgets