

Posting for Program Manager **Access To Recovery Case Management**

CMHA/Peel is looking for an experienced management professional in the mental health field to fill the role of Program Manager- ATR Case Management Program.

Reporting to the Director of Clinical Services, the Program Manager –ATR, leads a team of Case Managers and Housing Support Workers to provide services to mentally ill individuals in the Region of Peel, in accordance with case management standards set by MOH/LHIN as well as CMHA/Peel.

The Program Manager-ATR is an integral part of CMHA/Peel's management team and is involved in all agency strategic plans and decisions surrounding policies and procedures for client service as well as staff.

Job Responsibilities:

To provide clinical and administrative leadership to a team of Case Managers and Housing Support Workers, as follows:

- Manages day to day operational issues of program.
- Provides strong, positive leadership to assist staff around program/organizational or sector change.
- Responsible for hiring, program orientation, training and evaluation of new staff
- Responsible for clinical supervision of staff and annual performance development plan for individual staff members around client service, staff role, HR, organizational and/or system issues.
- Monitors staff travel, educational and client contingency expenses
- Monitors case loads for case manager and assigns new clients
- Organizes, leads and coordinates clinical team meetings with staff
- Maintains current and up-to-date knowledge of community resources and mental health field
- Ensures that clinical records and program data are maintained in accordance with the standards of CMHA/Peel and MOH/LHIN
- Maintains knowledge of health and safety practices in the field and communicates the same to staff.
- Responsible for program planning and development in consultation with Director
- Monitors yearly program budgets and utilizes appropriate financial processes.
- Responds to client complaints and consults with the Director, Clinical Services, as per program policy
- Participates on agency and community committees and workgroups as requested
- Participates in organizational strategic planning, implementation and evaluation.
- Actively participates as a team member of the Clinical Managers Team as well as in organizational management meetings and collaborates effectively with the rest of the management team

Skills and Qualifications

- BSW degree required; MSW or RN preferred
- At least 7 years clinical case management experience, providing services to clients with severe mental illness in the community or equivalent.
- At least 3 years of management experience with mental health practitioners in a team setting.
- A strong, visionary leader
- A positive agent for change
- Strong knowledge of the Case Management Standards.
- Ability to multi-task, set priorities and function under pressure.
- Demonstrated excellence in organizational, interpersonal and communication skills, team building and coaching abilities.
- Evidence of ability to deliver clinical supervision and teaching to staff.
- Proven cultural competence and ability to effectively work with diversity.
- Evidence of promoting client centered, psychosocial rehabilitation and recovery practices.
- Knowledge of mental health reform and the Mental Health Act and relevant legislation.
- Knowledge of PSR and Recovery Model
- Proficient computer skills including MS Word, Excel, Internet and E-mail
- Knowledge of CRMS or similar database is an asset
- Valid license, relevant insurance and use of reliable vehicle is required