



## MANAGER OF CLINICAL OPERATIONS

### SOCIAL SECTOR

### PERMANENT POSITION - FULL TIME

*The Ktunaxa Nation is characterized by the spirit of courage, initiative, innovation, perseverance and leadership that it has brought to the work of preserving and protecting both the past and the future of its people. This has been accomplished through the exceptional commitment and vision of its human resources. It is therefore expected that employees who represent the Ktunaxa Nation will be committed to honouring the spirit of the Nation's work by putting their best into all that they do and by conducting themselves at all times ethically, professionally and respectfully.*

#### **POSITION SUMMARY:**

The Manager has a wide range of responsibilities including but not limited to:

- Ensuring services are being carried out in accordance with established operational and practice standards; as well as registering clinical bodies.
- Providing clinical supervision and case consults with a focus on mental health and substance use.
- Supporting program proposals as well as implementing culturally aligned services and programs across the social sector;
- Ongoing reporting and evaluation of programs and services.
- Continue to develop and maintain partnerships with local agencies and provincial ministries.
- Providing ongoing analytical and clinical advisory support to the Social Investment Sector Director, Managers, Supervisors and Staff on matters with respect to having services that are being delivered in a client-centered, trauma informed, solution focused and holistic manner and pursuant to our contract deliverables and reflective of Health Authorities, Provincial Ministries, and Federal Departments legislative mandates.
- Creates, negotiates and oversees budgets attached to the Sector's programs and services.
- Ensures all programs and services are culturally sensitive, guided by the Elder's Working Group advice.
- Participates in government-to-government negotiations and tables, to move away from a service provider mentality to agreed-upon partnerships that result in block funding agreements.
- Manages all Social Sector Health Staff

The Manager will encounter the widest range of potentially serious and complex situations. The Manager will be expected to support clinical consultation using strength-based solution-focused practice methods that support the social sector in providing "best" practice guidance in case consultations. The Manager will respond to the concerns/needs of Staff, Supervisors, Managers, & the Director with respect to practice matters and crisis response. The Manager continues to stay updated and informed of any changing initiatives and projects that affect any of the urban service programs or practice models within the Ktunaxa Nation Social Sector.

## **DUTIES AND RESPONSIBILITIES:**

- Working with a variety of interdisciplinary teams, including but not limited to, Health Clinics Staff, Nurse Practitioners, Hospital Staff, Mental Health Clinicians, Psychiatrists, RCMP, Adult Probations, Crown Council, Community Living BC, BC Housing, Social Workers and other professionals for complex client access to appropriate services in a seamless and coordinated fashion.
- Provide ongoing analytical and clinical advisory support to the Social Sector Director and Senior Management team
- Holds clinical and delegated liability on all decision/consultation points.
- Direct supervision (training, coaching, and mentoring) of site supervisors and staff.
- Provide a clinical, trauma-informed, client-centred lens to the framework development and implementation.
- Develop program screening and intake forms/processes
- Train staff and support in completing support plans, documentation and reporting.
- Complete various mental health, addictions, vulnerability assessments, referrals, advocacy
- Develop program service referral forms, triaging procedures, and program support
- Provide case management on complex cases
- Assist in developing, and implementing guidelines, policies, and procedures for each program area
- Work to ensure programs are being implemented as designed in the approved proposals.
- Record and analyze migrant, street and health/wellness trends in this population to better research the demographics of this group of people and track and trend future patterns to meet reporting requirements as well as to facilitate responsive and preventative services.
- Managing challenging ethical decisions
- Maintain related records and statistics and produce reports as required

Practice to be grounded in the values and principles as identified in the:

- a. United Declaration of Rights of Indigenous Peoples;
- b. Truth and Reconciliation Commissions Calls to Action; and
- c. Canadian Human Rights Tribunal Rulings.
- d. Social Investment Sector Practice Framework

## **QUALIFICATIONS:**

### **Academic Preparation**

- Master's degree from an accredited educational institution in an Allied Health, Behavioral, or Social Science field relevant to the position (A clinical bachelor's degree with related experience will be considered).
- Current or eligible for full registration with the BC Association of Clinical Counselors or other relevant governing body (College of Nurses, Registered Social Worker).
- Past and/or current counselling experience within a First Nations context.
- Group facilitation experience in both traditional First Nations approaches and mainstream approaches.
- Training or background knowledge of trauma-informed and strength-based solution-focused approaches.

## **Required Skills, Knowledge and Experience**

- Five years experience in providing direct service, and community-based delivery systems and working with recent experience working with diverse Aboriginal clients who struggle with chronic, acute, or concurrent mental health; substance abuse disorders; chronic homelessness; low capacity; FASD; involvement with the criminal justice or court systems; involvement with Delegated Aboriginal Agencies or Ministry of Child & Family Development.
  - Experience in a supervisory or leadership role is an asset
  - Experience in a social service setting providing consultation and advice to agencies
  - Experience in client services and/or stakeholder consultation and consensus building
  - Extensive experience working with Aboriginal people and/or communities
  - Experience in practice framework implementation and oversight processes
  - The ability to be creative in solutions when interpreting legislation and policy, recognizing when decisions/actions of staff are outside of what legislation and policy can support
  - In-depth knowledge of social work and/or counselling ethics, principles and practices
  - Extensive experience working with vulnerable or at-risk adult populations
  - Extensive knowledge of aboriginal issues both historical and current in British Columbia and Canada
  - Extensive understanding of trauma, addictions, mental health, and the criminal justice system.
  - Experience in supporting staff and work groups through challenging situations
  - Demonstrated success in empowering and building capacity among individuals and communities
  - Demonstrated ability to plan, implement, maintain, manage and evaluate projects, programs, contracts, human and financial resources
  - Knowledge of Ktunaxa culture, traditions, heritage and language
  - Excellent organization, prioritizing, and scheduling skills
  - Ability to perform effectively under pressure, meet deadlines and adjust to changing priorities
  - Manage stressful situations and interactions with others with diplomacy and tact, maintaining a professional demeanor at all times.
  - Commitment to the capacity of both the individual and the community to promote their health and well-being
  - Excellent communication skills and in-depth knowledge of communication styles: written (report writing, statistical data and analysis, support plans, work plans, incident reports, policies, staff valuations); and oral (presentations, training; conflict resolutions) and an ability to communicate with both the vulnerable adult/street entrenched individuals in a way they understand as well as senior level management or government workers.
  - Comprehensive knowledge of evidence-based practice related to the care of clients or service users needing intensive case management
  - Broad knowledge of case management including strengths-based, solution-focused practice and grassroots approach within a client-centred care model for clients with mental health and addictions care needs
  - Ability to promote client-focused care that demonstrates care for and with clients and families, sensitivity to diverse cultures and preferences, client advocacy and social justice concerns
  - Integrates best practice and current research evidence to support professional practice decisions and actions
  - Demonstrated ability to apply systems theory to practice in assessment and intervention
  - Demonstrated ability to conduct social, psychosocial, suicide, vulnerability and other risk assessments and provide behavioural support plans and interventions.
  - Strong working knowledge of trauma, mental health and addictions system issues, community resources, extended stakeholders

- Demonstrated ability to work independently and as a team member
- Demonstrates ability to problem solve using sound judgment in applying critical thinking skills within safety limits of client care
- Commitment to ongoing professional development: maintain professional practice growth and knowledge to reflect current standards of practice
- Valid BC driver's license & Reliable vehicle (with business insurance)
- Criminal record check (including vulnerable sectors check)

**The Ktunaxa Nation Council is committed to providing and maintaining a safe and healthy work environment for all employees and the people, Communities and Bands that we serve. Proof of vaccination is required in accordance with the Ktunaxa Nation Council vaccination Policy.**

**Internal staff and Ktunaxa people are encouraged to apply; support to apply for this position can be accessed through the Education and Employment Sector Service Center.**

*Come with your willingness to learn!*

Please submit your cover letter and resume  
Telling us what attracts you to the position and how your experiences relate.

**Human Resources  
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Fax: (250) 489-2438**

**CLOSING DATE: Open until Filled**

*We thank those who apply; however, only those selected for an interview will be contacted.*