

MANAGER, FAMILY WELLNESS & COUNSELING

Are you an experienced counselling manager looking for an exciting new opportunity? Delta Family is building a department that provides **Free** comprehensive counselling services for Black and racialized communities in Northwest Toronto - and we're looking for the right candidate to lead it!

Delta Family Resource Centre (Delta Family, DF) is a community-based agency which has served isolated communities in North-West Toronto for 40 years. *Acknowledging the consequences of intersecting forms of oppression on the health and well-being of individuals, families and communities, Delta Family Resource Centre offers programs, services and supports for Black and other priority populations in Northwest Toronto which amplify their resilience and strengths.* Committed to anti-oppression, addressing Anti-Black racism and inclusive ways of engaging participants, DF actively works to be part of a healthy, engaged, and empowered community where all people thrive.

We are seeking an experienced dynamic, individual with a vision to grow our counselling dept – a manager with lived experience of the issues facing Black communities to lead this new and evolving department. A full-time position, the successful applicant will have a solid understanding of contemporary health care delivery. S/he will be responsible for strengthening and growing this unit, supporting our team of Black counselors to deliver culturally responsive one-on-one, family and innovative group sessions to predominantly Black and racialized residents. You will assist in creating a comprehensive intake and documentation system, working with team members to create an innovative culturally responsive smorgasbord of wellness programs which meet the evolving needs of the Black communities. As a key member of our management team which is responsive to community, mature in its approach to problem solving and committed to modelling integrity in the delivery and growth of programs consistent with Delta Family's vision and strategic priorities, you will help to create cross departmental linkages and maintain a strong inclusive, responsive organizational culture.

Responsibilities

- Review and enhance the existing service delivery framework and develop comprehensive practice standards for the team
- Oversight of the Family Wellness, counselling, Journey to Zero, Youth in Transition and Supporting Families programs and introduction of new programs such as 'Can't Pour from an Empty Cup'
- Development of new innovative programs which meet the needs of Black and racialized communities in Northwest Toronto
- Manage the recruitment, selection, training and evaluation of the counselors and Family wellness and other staff and manage issues
- Provide professional direction, coaching, case consultations and mentoring of staff, matching identified needs to specific programs/services of making appropriate referrals to community agencies
- Use knowledge of professionally acceptable counselling techniques to ensure that residents receive appropriate supports
- Liaise with operations, staff, various departments and community agencies; participate on committees
- Work effectively with the management team and other colleagues to ensure that DF is effectively represented with various stakeholders (clients, partners, funders, elected officials), on relevant networks and at public & private event
- Establishing objectives and key performance indicators (KPIs) in collaboration with the Executive Director and other staff.
- Plan, implement and oversee new and current initiatives with CAS, City of Toronto and other partners

- Modelling DF values and a commitment to contributing to the healthy development of the organization, representing and promoting programs and DF values to agencies, organizations, elected officials and general public
- Review, develop and formulate institutional policies, goals and objectives as they relate to counselling, wellness and social work practice
- Ensuring that outcomes are documented and that DF achieves contracted deliverables.
- Ensuring that management is aware of relevant trends and able to pivot to respond appropriately
- Engaging a variety of tools to effectively improve public awareness.
- Other duties as required.

Required Skills & Qualifications:

- Minimum requirement is a MSW degree or Masters in Counseling or a related field
- Registered member of professional licencing body
- Minimum of 5 years counselling experience, some of which has to have been with Black and racialized community members
- At least 2 years of clinical experience
- At least one year of supervisory experience
- Lived experience of the issues facing Black communities
- Minimum of 2 years experience in working with marginalized, under-resourced and racialized communities
- Comprehensive understanding of Anti-Black Racism (ABR) and the issues facing diverse Black communities and demonstrated commitment to addressing ABR
- Familiarity with the issues currently facing racialized and marginalized communities; experience in working with Black, African and/or South Asian communities an asset
- Good understanding of the need for organizational of leaders to promote work with other departments and demonstrate commitment to organizational health and well-being
- Proven experience in report writing, documentation of program outcomes
- High level of integrity, confidentiality, good judgment, accountability and attention to detail
- Strong interpersonal skills and ability to work under pressure
- Sound analytical thinking, planning, prioritization, and execution skills.
- Able to problem-solve creatively and strategically.
- Able to effectively communicate both verbally and in writing.
- Familiarity with East African and/or Muslim communities an asset
- Familiarity with Toronto's north western communities an asset
- Established linkages with relevant key stakeholders e.g CAS, Black Health Alliance an asset
- Some experience in revenue generation an asset
- Providing leadership in the development and monitoring of quality systems and stand standards for the team
- Languages other than English an asset

Salary-\$ 60,000 -70,000

Application closing date: Ongoing until position is filled

Anticipated start date: Immediate

Forward cover letter and resume by the closing date to:

Manager – Family Wellness & Counselling

2291 Kipling Ave, Unit 123, Toronto, M9W 4L6

E-mail: hire@dfrc.ca

Please note that internal candidates will be considered before external candidates are processed

We thank all applicants for their interest.

Regretfully, only short-listed candidates will be contacted.