

# Clinical Services Manager

Distress Centre Calgary (DCC) provides 24/7 crisis support, professional counselling, and navigation services to individuals and families across Calgary and area. Rooted in trauma-informed, person-centred practice, DCC is committed to reducing barriers, ensuring immediate access to support, and fostering hope through compassionate, evidence-based care.

## ***What to expect in the role:***

This position provides leadership and oversight to counselling and intake services, ensuring high-quality clinical practice, strong integration with the Crisis Program, and meaningful staff development. DCC's Counselling Program is currently undergoing a formal evaluation, and the Clinical Services Manager will play a central role in implementing key recommendations.

As a member of the People Leadership Team, the Manager contributes to organizational strategy, service improvement, and cross-program collaboration.

The ideal candidate is a compassionate and skilled clinical leader who thrives in dynamic environments and is passionate about developing the next generation of crisis counsellors. They bring strong clinical judgement, a coaching mindset, and the ability to balance direct service insight with strategic program leadership. They excel at building relationships, fostering learning, and guiding teams through change with empathy and clarity.

## ***Main expectations:***

### **Program & Intake Oversight**

- Oversee effective counselling and intake processes, including triage, follow-up, and integration with other DCC programs
- Lead program enhancements using data, evaluation insights, and stakeholder feedback
- Ensure alignment of daily service delivery with program goals and organizational priorities
- Participate in the evaluation and lead the implementation of recommendations

### **Data, Reporting & Accountability**

- Ensure accuracy and consistency in data entry and reporting
- Prepare timely reports for funders, leadership, and key stakeholders

- Use outcome measures and evaluation findings to guide decision-making and program improvement

### **Leadership & Team Management**

- Provide clinical supervision and coaching to counsellors, with a strong focus on supporting new and emerging professionals
- Lead team meetings and reflective practice opportunities that foster growth and learning
- Support recruitment, onboarding, and mentorship of counselling staff
- Build and maintain effective partnerships across internal teams and community agencies
- Participate in organizational strategy and leadership activities
- The position has the option to maintain a small counselling caseload to stay connected to participant needs and direct service realities

### **Qualifications**

- Master's in Social Work or Psychology
- Registration with ACSW or CAP is mandatory
- Minimum 5 years of counselling experience, ideally in crisis, trauma, or community-based mental health
- Experience in clinical supervision, staff coaching, or leadership
- Knowledge of outcome measurement, program evaluation, and data management systems
- Strong collaboration, communication, and clinical decision-making skills
- Commitment to equity, diversity, inclusion, and trauma-informed practice

### **Skills**

- Advanced clinical supervision and coaching abilities, particularly in supporting new and early-career counsellors
- Strong leadership skills that promote team cohesion, reflective practice, and ongoing professional development
- Expertise in crisis-informed clinical decision-making, guiding staff through complex risk assessments and emotionally charged situations

- Exceptional interpersonal and communication skills, fostering trust, resilience, and staff well-being
- Ability to integrate clinical best practices with operational needs to ensure consistent, high-quality service delivery
- Capacity to translate data, client outcomes, and clinical observations into meaningful learning and program improvement
- Collaborative leadership approach, able to build strong working relationships across multidisciplinary teams and community partners

### ***Position Information***

- This is a 35 hour per week, Monday to Friday, position. However, for the right candidate an alternative or reduced working schedule may be considered
- The position is for an initial one year contract
- Positions starts immediately
- Salary is commensurate with experience

### **Core Competencies:**

**Client/Service Centred Work** – you make clients the ultimate focus of our agency, team, and individual choices and actions.

**Partnerships, Relationships, & Teamwork** – you build and maintain productive, collaborative working relationships within and across groups, both internally and externally, to accomplish our common goals.

**Growth Mindset/Learning** – you actively identify new areas for learning and take advantage of opportunities to learn in whatever form they come. You apply your newly gained knowledge in your jobs and share these skills with others.

**Communication** – you clearly convey information and ideas through a variety of media in a way that engages the audience and helps them to understand and inviting dialogue and inciting action where appropriate.

**Diversity, Equity & Inclusion** – we build and sustain an inclusive work environment where all individuals are welcomed, supported, respected, and valued for their unique experiences, perspectives, talents, and contributions.

**Change Management** – you maintain your team and personal effectiveness when being impacted by changes within the organization.

**Self-Management** – you take responsibility for yourself and your actions.

### ***What Distress Centre has to offer:***

- Opportunity to work for an organization that is making a difference in our community

- A competitive salary
- Three weeks' vacation
- Benefits from hire date including a Health Savings Account
- Group Retirement Savings Plan
- Staff development fund
- On site gym