

ILISAQSIVIK SOCIETY

JOB DESCRIPTION

Title: Counselling Manager (full-time)

Location: Clyde River, NU

Purpose of the Position: The Counselling Manager is responsible for overseeing and coordinating the staff, work and logistics of Ilisaqsivik Society's Counselling Programs and Services, and Counselling teams both in Clyde River and outside of Clyde River. In addition, the Counselling Manager is responsible for providing leadership to ensure the Counselling team receives the training, development and support needed to be successful in their roles.

Scope: Oversee and manage the group of local and remote Counsellors and oversee all counselling programs, as well as manage and direct the work of the Counsellor Coordinator.

Reporting Relationships: Reports to the Director Operations, Ilisaqsivik Society.

Duties & Responsibilities:

- Develop and manage the Counselling program and team on a day-to-day basis including leading and supporting a team of Counsellors, receive incoming calls for services, referrals, assessments, liaison, allocation of team members, and administration of processes
- Responsible for managing programs from plan to delivery – counseling workshops, counsellor training sessions, on the land treatment programs, counsellor retreats, and crisis response
- Lead the development and planning of goals and objectives related to the Counselling program
- Accountable for making decisions related to the Counselling team including scheduling, managing performance, training and travel events
- Provide guidance and support for all counselling and some cultural activities
- Support the staff members in becoming a trusting, cooperative and collaborative team; assist with resolving conflicts and support open and respectful communications
- Ensure all counselling staff meet requirements of their job description, program and organizational goals
- Facilitate regular Counsellor team meetings including end of day check-ins
- Oversee and support the work of the Counsellor Coordinator to ensure strong communications and coordination of schedules, capacity and availability of Counsellors and to ensure they are meeting the goals of Ilisaqsivik and of the Counselling program
- Participate in the budget process and manage financial issues, anticipate trends and future needs of the Counselling team, including training and Trauma Response Team needs
- Represent Ilisaqsivik on working groups and at other external meetings, conferences and workshops as needed

- Liaise with other agencies and counselling partners in relation to counselling services, taking appropriate action where necessary
- Develop relationships with community service partners (e.g. School, RCMP, Justice, etc.)
- Manage initial service complaints and answer queries
- Ensure Counsellors are active and engaging with the community and relevant parties
- Review the team structure including anticipating future needs and hiring requirements and work with HR to hire the necessary people
- Implement and oversee performance management of the team
- Determine the training and development needs of the Counsellors and the Trauma Teams; and provide input to the Counsellor Coordinator so they may schedule accordingly
- Responsible for deciding when Trauma Teams are to travel to other communities and ensure the Counsellor Coordinator is aware so they can schedule and book accommodations and flights
- Ensure confidentiality and privacy of counselling clients is met and kept
- Value diversity, actively promote and ensure good equal opportunities/anti-discriminatory practice at all times
- Lead through example the culture and values of Ilisaqsivik
- Support and adhere to all Ilisaqsivik policies and procedures and the organization's philosophy and mission
- Identify and implement improvements in practice, implement policy and procedural changes

Staffing and Team: Supervise and manage the Counselling team locally in Clyde River and other communities, and the Ilisaqsivik Counsellor Coordinator

Experience

Communication: bilingual in Inuktitut and English

Education and Experience: Grade 12, 1-3 years of experience supervising a team. Participation and/or completion of OJ or similar counselling training

Knowledge:

Computer proficiency is essential (Microsoft Outlook, Word, Excel)

Knowledge of services offered by other mental health and care agencies in Clyde River and surrounding communities

Professional/Personal Development Courses/Training:

Ilisaqsivik Inuit Counsellor Training Program; First Aid Certification

Skills and Abilities:

Customer service skills: compassionate about the care and well-being of others, patience in dealing with people who are upset, active listening to understand needs, and proficient at finding innovative solutions

Leadership skills: gives clear instructions and delegates efficiently, makes informed decisions, problem-solves, provides coaching and feedback to teams, supports team environment, leads by example, creates a trusting and supportive environment and demonstrates strong supervisory skills

Communication skills: understanding of non-verbal cues, active listening, clearly able to articulate and confirm understanding of others, strong interpersonal communication skills, excellent written and verbal communication skills and good presentation skills

Attention to detail: accuracy in completing forms, giving information, and completing necessary paperwork

Team-working Skills: Effectively share information, be helpful, respectful, approachable, build strong relationships, promote team cohesiveness, a willingness to work with all team members and demonstrate openness to new ideas

Dependable: multi-tasks, time-management skills, prioritize effectively, provides timely responses, takes initiative and ownership of work, reliable, self-directed and self-motivated, good follow-through skills

Remains calm during a crisis: uses discretion, does not allow emotions to get in the way, thinks clearly under pressure, tolerates confusion, does not take things personally, stays positive, responds decisively, assumes responsibility and accountability

Language: Inuktitut and English

Counselling Manager Attributes		
Must Have's	High Priority Nice To Have's	Other Nice to Have's (but not essential)
Inuk	From Clyde River	Taken our programs
Bilingual	Life experience	Understand how a not for profit works (including funding agreements)
Accept responsibility and problem solve (can-do)		Understand finance and budgeting
People management		Counselling experience
Organized		
Computer ability (MS office and remote working)		
Attention to detail		
Collaboration (with Counsellors)		
Communication (2 way)		
Ability and interest to learn		
Ethics and judgement		

Responsibilities:

Will not be doing counselling

Either way, we need a Counselling Coordinator

Why did the role fail in the past?

- Incumbent(s) did not embrace the requirements of the role
- Lack of understanding/acceptance of the purpose/immense importance and the huge responsibility that goes with it - be proactive, push through barriers, find solutions, problem solving, resilience (thick skin),