

# Employment Opportunity

INTERNAL & EXTERNAL POSTING



POSITION	PROGRAM	DETAILS
Clinical Manager	Clinical	Full Time
DURATION	SALARY	NUMBER OF POSITIONS
Permanent	\$90,381.00 – \$96,570.00	1

Banyan is a not-for-profit organization that has provided quality services to the youth justice, children, and senior's community support sectors since 1978. Banyan is committed to improving the mental, physical, and social well-being of at-risk populations in our service areas of Hamilton, Niagara, Brant, Haldimand, Norfolk, and Wellington.

## PURPOSE OF THE POSITION

Reporting to the Director, Community Services in accordance with Banyan Policy, Practice & Procedure Manual, the Clinical Manager will provide organizational leadership in the area of clinical practice for Banyan Community Services.

Working as part of a multi-disciplinary team the Clinical Manager will ensure that Banyan's programs are evidenced informed, meet legislative standards, strategic plans, reporting requirements and professional standards and that the strategies employed to support clients achieve their goals are individualized, objective, monitored, and evaluated.

In addition, the Clinical Manager will contribute to the organization's continuous quality improvement through recommendations of changes to practices, procedures and policy of the organization.

## POSITION RESPONSIBILITIES

### Management

1. Clinical Supervision: Provide clinical supervision of direct professional practice; supporting clinicians through clinically complex issues, critical self-reflection and promoting continued learning. Meet with each clinical staff at minimum bi-weekly to review professional practice.
2. Oversees clinical team in all of the following areas: intake, assessment, and the development of individualized youth driven comprehensive plans of care in consultation with the young person's Probation Officer. Case Management plans will be evidenced informed, measurable, tied to individual goals and the goals of the program. CMPs will promote strengths and competencies for sustained change, while simultaneously mitigating identified risk factors and promoting protective factors across the various ecological levels. They will be based on the dynamic interplay of the needs/strengths of the individual young person and their family and current research as it pertains to young persons.

3. The Clinician Manager will be available for professional guidance, development, mentoring and execution when required for client planning. Plans types – Safety, Suicide Watch, Individual, Observation, Behaviour and Clinical.
4. Caseload and workload management monitor productivity and manage caseloads of community clinical team, reallocating resources where appropriate.
5. Available to other Managers in regards to clinical opinion for client care in other programs.
6. Oversee and Program manage the following clinical programs: Domestic Violence and Community Youth Justice programs.
  - Assign new referrals to staff in Casework's
  - Coordinate Psychiatry clinic for clients.
7. Advocacy –ensures resources are tied to identified and assessed needs and goals of the clients.
8. Works collaboratively with the Primary Care Team to work together to improve the care a young person receives while in Banyan's care.

### **Supervision**

1. Clinical supervisory responsibility including,
  - Clinicians associated within Other programs: (Residential, Young Parent and PAR programs)
    - Clinical supervision of direct professional practice; supporting clinicians through clinically complex issues, critical self-reflection and promoting continued learning.
    - Recruitment and performance management (jointly with Manager).
  - Clinicians associated with Community Youth Justice Counselling and Assessment and Domestic Violence Programs:
  - Clinical supervision of direct professional practice; supporting clinicians through clinically complex issues, critical self-reflection and promoting continued learning.
  - Instrumental Supervision including, but not limited to, recruitment, performance management and performance evaluation.
2. Recruitment and ensuring all new Clinical staff complete orientation and that mandatory training is completed.
3. Establishes and re-enforces program model fidelity and integrity across the organization.
4. Complete file audits to ensure documentation is complete in Data base system.
5. Identifies and oversees the development and implementation of on-going clinical training across all programs.
6. Effectively allocate clinical resources including psychological and psychiatric and monitor the same.
7. Facilitating collaboration and developing effective teamwork practices, protocols and procedures.
8. Facilitate staff meetings ensuring appropriate agenda.
9. Using Banyan's Workload guidelines (01-35 Workload Management) monitor productivity and manage caseloads of clinical team, reallocating resources where appropriate.
10. Establishing and maintaining relationships with other Community Partners. Representing Banyan at community functions and committees both locally and more broadly as required, developing and maintaining community linkages that promote the interests of the program.

### **Administration**

1. Represents the Clinical program on the various committees.
2. Monitoring to ensure completeness of program data statistics.
3. Overseeing the collection and maintenance of recorded information on clients and residents for statistical, ministry, legal, evaluation, and research purposes.

4. Developing, reviewing and updating Clinical policies, practices, and procedures, and ensuring compliance with all relevant legislation.
5. Monitoring and approving all program expenditures ensuring the program operates within the approved budget.
6. Attending, as required, all organizational meetings.

#### **Other**

1. Responsible and accountable for ensuring a safe and healthy workplace for themselves, colleagues and staff by committing to working in a safe manner, reporting hazards and injuries, utilizing all necessary safety equipment and protocols and at all times and complying with all relevant Health and Safety policies, procedures and legislations.
2. All incidents, accidents, and other hazardous occurrences affecting any of Banyan's staff, clients of the organization are to be reported, investigated, and mitigating action taken according to Banyan policy and/or legislated requirements.
3. Any other duties as assigned.

<b>ROLE COMPETENCIES</b>
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#### Classification Specific:

1. Change Implementation: ability to lead and champion change in a positive way.
2. Planning and organizing: ability to sets priorities, schedule activities, allocate and use resources properly.
3. Problem-Solving/Decision Making Skills: develop strategies using a system thinking approach. Identify and analyze problems so that viable solutions are found.
4. Managing Finances: ability to manage program finances, interpret financial information and set budgets.
5. Labour Management: ability to manage in a unionized environment within the Collective Agreement.
6. Managing Multiple Priorities: ability to remain calm and multi-task within a multi-disciplinary environment.
7. Regulatory & Safety Compliance: follows legislation and other regulations to provide a safe working environment.
8. Employee Engagement & Development: develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
9. Managing Performance: providing constructive feedback to staff, discipline and conducting annual performance reviews guided by policy.
10. Team Building: inspires and fosters team commitment, spirit, pride and trust. Facilitates cooperation and motivates team members to accomplish group goals.

#### Program Specific:

1. A thorough advanced understanding of evidence informed/evidence-based practices for healthy child, youth and family development
2. A thorough advanced understanding of the multi-disciplinary process and an ability to work effectively with different systems.
3. In-depth understanding of empirically validated assessment tools and their application.

4. Sound knowledge of relevant legislation, including but not limited to Child, Youth & Family Services Act, Youth Criminal Justice Act, Privacy Act /PIPEDA in addition to Ministry policies, regulations, directives and procedures.
5. Understanding and knowledge of domestic violence, poverty, addictions and mental health, and crisis intervention.
6. Judgement is required in the effective utilization of staff and physical resources for the achievement of program goals and requirements.
7. Gather, synthesize and evaluate information to determine possible alternatives and outcomes and make well-informed timely decisions.
8. Plan and organize at a strategic level, secure allocate and coordinate program resources in line with priorities and strategic direction.
9. Maintain professional knowledge and expertise to support the organization.
10. Use creativity and innovation skills to translate research into practice to optimize improvement in service/program delivery and professional practice.

## QUALIFICATIONS

- Master's Degree in Social Work or a Master's degree in a related discipline.
- Registered and in good standing with the College of Social Work or another recognized professional standard.
- Minimum four years management/supervisory experience in a social service, academic, or therapeutic environment.
- Minimum five (5) years' experience in clinical programs and therapeutic environment.
- Experience dealing with programs associated with disadvantaged populations, issues of poverty, domestic violence, mental health issues and addiction. Working with young people with emotional, psychiatric and behavioural difficulties, and their families within the context of a therapeutic program.
- Proficient in the use and application of Microsoft Office Suite products.
- An acceptable and valid Vulnerable Sector Screening (Broad Sector Check), along with a Health Assessment, must be provided and maintained at the candidate's expense prior to and throughout employment.
- A valid Class G driver's license with a proven acceptable driving record and access to a reliable vehicle.

## WORKING CONDITIONS

- The Clinical Manager will conduct business from the designated office where standard office working conditions and the use of standards office equipment will apply.
- Hours of work will fall within normal business hours; however, occasional evening and weekend hours may be required based on organizational needs.
- This work produces moderate cognitive stress in most workers through intensity, frequency and/or duration of stressful elements, emotionally charged situations and tight deadlines.
- Travelling to Program sites to monitor program development and implementation and staff supervision.
- Work involves regular contact with outside organizations to support the mission of the organization and its implementation through our programs.

*Banyan is an equal opportunity employer. We thank all applicants for their interest; however, only those selected for an interview will be contacted.*

*Banyan is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff.*

*We are committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our Manager of Human Resources or hiring manager of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.*

**Please Note:**

- This posting is for an existing vacancy.
- We use AI based tools to assist with the screening and assessment of applications as part of our hiring process.

**PLEASE FORWARD YOUR RESUME AND LETTER OF INTEREST BY APRIL 30, 2026 TO:**

Banyan Community Services  
688 Queensdale Avenue East, Suit 2B  
Hamilton, ON L8V 1M1  
[recruit@banyancs.org](mailto:recruit@banyancs.org)

(905) 549-9011 (fax)