



**main
street
project**

JOB POSTING

WITHDRAWAL MANAGEMENT SERVICES MANAGER

TITLE: Withdrawal Services Program Manager
LOCATION: 75 Martha Street, 146 Magnus Street
DEPARTMENT: Withdrawal Management Services
REPORTS TO: Director of Healing and Harm Reduction
DIRECT REPORTS: Support Workers
HOURS: Full Time, includes on-call rotation
STARTING SALARY: \$60,000

Reporting to the Director of Healing and Harm Reduction, this position is responsible for carrying out the mission of Main Street Project (MSP) by developing, implementing and evaluating Withdrawal Management programming that meets the changing needs of MSP participants. This position involves collaborating with a team of Case Managers and Support Workers to carry out the program goals and objectives.

Main Street Project's Withdrawal Management Services help adults safely detoxify while managing the symptoms of withdrawal, and then connect them to the next level of care: either residential, sober living or outpatient services. Throughout the process, every participant is treated with compassion, dignity, and respect.

KEY RESPONSIBILITIES

The Withdrawal Services Program Manager acts as the program's administrator and leader and is responsible for the day-to-day operation of program services. Specific duties include, but are not limited to:

Program Delivery

- Provides professional leadership ensuring delivery of safe, quality participant care in accordance with program policies and procedures and relevant laws and regulations
- Plans and implements policies and procedures for all program phases to ensure an effective structure and service delivery to participants
- Provides for ongoing evaluation of services and service delivery to ensure quality programs and responsiveness to changing participant needs and populations
- Responsible for program development and improvement, and implementation
- Responsible for ongoing approval of treatment plans, case notes and other written correspondence to ensure that such documents assist in quality programming and meet agency standards
- Actively participates in weekly meetings and case consultations to ensure coordinated implementation of treatment plans and service utilization reflects comprehensive care and the philosophy and objectives of MSP and funders
- Acts as a liaison with other community providers and agencies serving MSP participants as needed

Management Responsibilities

- Provides direct supervision to program area support staff ensuring scheduling and training and the professional development of the team meets program needs
- Conducts regular performance conversations with team members; addresses staff performance issues
- Involves staff in decision-making as appropriate; supports the strategic plan

- Plans and leads regularly scheduled staff meetings and promotes a positive working environment within the program
- In collaboration with the Director, actively manages staff development including coaching, mentoring, performance assessments, discipline, and set work schedules; identifies training gaps and makes recommendations for performance improvement and program delivery
- Responsible for the oversight of time recordkeeping for all employees.
- In collaboration with Human Resources, facilitates the recruitment, onboarding and training processes of new employees

Administrative Responsibilities

- Oversees scheduling of staff for the general welfare and safety of MSP participants and program execution
- Oversees data collection for participant database and utilizes data to educate staff and improve program outcomes
- Responsible for performing regular auditing of participant charts, medication monitoring documentation, data collection and other MSP correspondence to ensure quality program delivery that adhere to MSP standards

WORKING CONDITIONS

- Fast paced environment with occasional high pressure or emergent situations
- Work is primarily performed in an office setting location, using standard office equipment associated with the position (computer, printer, desk phone, cell phone)
- Some physical work, including lifting, bending, climbing stairs, carrying up to 35 pounds
- Work hours subject to program needs to ensure coverage during all hours of operation
- May come into contact with bedbugs, lice and bodily fluids
- May encounter challenging behaviors

EDUCATION & QUALIFICATIONS

- Post-secondary education in Social Work, Psychology, or a related field is considered an asset
- Two years exemplary management experience in a non-profit setting preferably in the human services/social services sector
- Demonstrated working knowledge of applicable acute care detoxification clinical procedures and care with strong organizational skills and attention to detail
- Extensive knowledge of addictions, mental health and co-occurring disorder best practices
- Knowledge of a wide range of therapeutic modalities and practices relevant to brief short-term evidence based counseling practices.
- Ability to provide professional and technical support to the Director regarding program health care policies and procedures
- Strong leadership skills, ability to motivate and coach employees
- Excellent interpersonal, listening, oral and written communication skills
- Excellent planning, organizational, problem solving and facilitation skills
- Experience in crisis intervention and conflict resolution skills
- Ability to apply Harm Reduction and Housing First philosophies in their day-to-day work and interactions
- Knowledge of the effects of poverty and the detriments of health

- Knowledge of Indigenous Culture
- Knowledge of TRC Calls to Action, MMIWG Call to Justice, and UNDRIP
- Additional languages (Indigenous) are considered an asset
- Ability to effectively manage budgets and resources
- Experience in payroll and scheduling software is considered an asset
- Windows and MS Office proficiency
- Ability to work flexible hours to allow for attendance at meetings and may include evening, holiday, or weekend consultation
- Satisfactory Criminal Record with Clear Vulnerable Sector Search and a Clear Adult Abuse Registry Check
- Valid Driver's License

APPLICATION PROCESS:

When emailing your application, be sure to indicate the correct position information in the **subject line** when applying:

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| Submit required documentation to: | hr@mainstreetproject.ca |
| Required Documentation | Cover Letter & Resume |
| Closing Date | September 11, 2022 |
| Subject Line | Withdrawal Management Services Manager |

Main Street Project recognizes the importance of building a workforce that is reflective of the community it serves, where culture, language and perspectives drive a high standard of care and service. Therefore, preference will be given to Indigenous people and those who reflect the people/population we serve. Applicants are asked to self-declare in their cover letter along with describing how they meet the above qualifications.

We thank all applicants but only those selected for an interview will be contacted.