

# Brentwood Recovery Home

## JOB DESCRIPTION

---

---

**JOB TITLE:** Director of Client Services

**DATE PREPARED:** March 25<sup>th</sup>, 2024

**DEPARTMENT:** Administration

**POSTING NUMBER:** 05-2024

**REPORTS TO:** Executive Director

---

---

### GENERAL SUMMARY

Under the direction of the Executive Director, the Director of Client Services will provide leadership to the program ensuring the provision of high-quality evidence informed mental health and addictions treatment in a residential setting.

### ORGANIZATIONAL DUTIES AND RESPONSIBILITIES:

*In addition to specific key job responsibilities identified in this position description, the incumbent is also responsible for contributing and supporting the overall culture and working environment of Brentwood by:*

- Demonstration and exemplify Brentwood's mission and values in day-to-day work.
- Acting with the highest standard of professionalism with clients, family members, community partners, and colleagues.
- Working in a manner that preserves and respects the privacy and confidentiality of personal health information.
- Working in a manner that promotes and maintains the reputation of Brentwood and minimizes risk of harm and/or liability to the organization.
- Working in a manner that complies with Brentwood's policies and procedures.
- Working in a manner that meets all Health and Safety requirements to ensure a healthy and safe workplace.
- Acknowledging, respecting, and affirming the diverse needs of our community, clients, and Brentwood's employees with the goal of reducing disparities in health outcomes.
- Contributing to Brentwood's work by promoting awareness, participating in committees and agency events.

### POSITION RESPONSIBILITIES AND DUTIES:

- Leads the provision of programs and services that meet clinical standards of care for residential treatment and Mental Health and Addictions.
- Utilizing evidence standards and other reliable data sources for this approach ensures continuous quality improvement within a change management.
  - Identifies, plans and implements new processes/initiatives using change management strategies and achievable goals.
- Responsible for compliance with the Canadian Center for Accreditation standards v2.2
- Ensure that annual performance reviews are completed for staff within the Clinical Program.
- Develops and implements ongoing professional development for clinical staff.
  - Provides in-house training on current clinical issues and best practices to team members.

- Supports the Program Manager with chart audits, tracking trends & collaborating on improvement strategies.
- Ensuring quality control for written assessments or clinical records released to third parties.
- Collaborates on the development and delivery of clinical materials to internal and external stakeholders.
- In collaboration with the Program Manager, engages in regular auditing of clinical reporting to ensure alignment with regulatory body practices.
- Is knowledgeable on the rules and guidelines as per provincial regulatory bodies.
- Identifies and communicates clinical concerns or systems issues to leadership team.
- Assists the Program Manager with problem-solving and troubleshooting regarding clients.
- Participates in policy and procedure development and implementation as necessary and ensures staff are trained in new clinical policies.
- Fosters collaborative communication with internal and external teams and community partners.
- Other duties as assigned.

## **QUALIFICATIONS**

### ***Education:***

Master's degree in a regulated health profession required (Registered Social Worker, Registered Psychotherapist, Registered Nurse, Registered Occupational Therapist) or equivalent relevant experience.

Membership in good standing with a regulatory college in Ontario

### ***Experience:***

Minimum Five (5) years of clinical experience in mental health and addiction.

### ***Knowledge & Skills:***

- Strong leadership skills, self-motivation, and the ability to work successfully, both independently and in team settings.
- Excellent decision-making and problem-solving skills to intervene in critical and complex situations.
- Ability to navigate ambiguity in a complex and fast-paced environment.
- Excellent verbal and written communication and interpersonal skills to enable you to work within a collaborative and diverse inter-disciplinary team.
- Crisis training and/or de-escalation training are considered a strong asset.
- Exceptional time management and organizational skills
- Bilingualism would be an asset.

### ***Interaction:***

Able to work with other professionals to problem solve and achieve common goals in a predicative manner using a collaborative approach.

### ***Decision making and problem solving:***

Able to take action in solving problems while exhibiting judgement and a realistic understanding of issues, able to use reason, even when dealing with emotional topics.

### ***Energizing:***

Able to create positive energy (motivation) in both individuals and groups.

### ***Compensation and Schedule:***

Starting salary to be based upon the successful applicant's experience and qualifications.

Valid Police Clearance with Vulnerable Sector check will be required within the first 30 days of employment.

## **How to Apply**

In compliance with Covid-19 related policies and restrictions, resume and cover letter may be submitted by email only to: [jlavin@brentwoodrecovery.com](mailto:jlavin@brentwoodrecovery.com) on or before 3pm April 8<sup>th</sup>, 2024

**Please mark in the subject line “Posting # 05-2024”**

*Only the selected candidates will receive a response.  
Thank you for your interest.*

*Brentwood Recovery Home is an equal opportunity employer and strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with Brentwood. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*