



Job Description: Clinical Team Lead (RCC)

Position Overview:

Reporting to the Executive Director, the Clinical Team Lead will oversee and support a dedicated team of youth and family counsellors in their work with local young people and their caregivers. This role involves providing supervision and guidance to counsellors, managing a small caseload of clients, acting as a liaison with other service providers including the Ministry of Children and Family Development (MCFD), and working directly with youth and families. In addition, the Clinical Team Lead will lead the design and development of a therapeutic framework/theory of change for the agency and play an integral role in utilizing our measurement-based care system and analyzing corresponding client assessments.

This position requires someone with strong organization skills, experience working with vulnerable populations and facilitating groups, as well as the ability to handle multiple tasks, a keen attention to detail, and a heart for supporting youth and families.

Key Responsibilities:

- **Team Supervision and Support**
 - Provide clinical supervision and guidance to a small team of dedicated youth and family counsellors;
 - Foster a collaborative and supportive work environment that promotes professional development, skill-building, self-reflection, and high-quality care;
 - Offer regular feedback, coaching, and performance reviews to counsellors to ensure their effectiveness and professional growth;
 - Assist in addressing challenges that arise when working with clients, providing support, debriefing, and consultation as required.
- **Case Management**
 - Oversee the intake process for new clients, ensuring a smooth and efficient transition into services;
 - Manage and monitor waitlists, ensuring that clients are triaged appropriately based on their urgency and need for services;
 - Work to ensure cases are prioritized, counsellors are assigned appropriately and in a timely manner;





- Provide ongoing oversight of case management processes to ensure clients received the appropriate level of care;
 - Support counsellors in developing individualized treatment plans and coordinating referrals to additional services as needed.
- **Client and Family Engagement**
 - Provide one-to-one and family counselling sessions as required, maintaining a small caseload of clients at all times;
 - Promote a client-centered approach in all therapeutic interventions, ensuring the voices and experiences of youth are prioritized;
 - Provide guidance to youth and family counsellors on engaging with families, parents and caregivers of youth in the therapeutic process to ensure holistic support for youth.
 - **Program Design and Development**
 - Lead the design, development, and implementation of therapeutic programs that meet the diverse needs of youth, parents, and caregivers;
 - Ensure all programs are evidence-based, trauma-informed, culturally responsive, and aligned with the agency's mission and values;
 - Develop and update a formal theory of change and program model/therapeutic framework to guide the work of the counselling team.
 - **Evaluation and Reporting**
 - Utilize the agency's measurement-based care system (Greenspace Health) to monitor client progress and ensure the timely completion of assessments;
 - Review assessment data regularly and provide feedback to counsellors on their cases to ensure continuous improvement and high-quality outcomes;
 - Promote the use of data to inform treatment planning and decision making;
 - Provide required demographic and other data for the purposes of reporting to the agency's funders
 - **Quality Assurance and Compliance**
 - Ensure compliance with all relevant regulatory, ethical, and legal requirements related to program delivery;





- Oversee the implementation of best practices and contribute to the ongoing development and updating of policies and procedures to ensure the highest level of care;
- Monitor and report on outcomes and program effectiveness to ensure continued alignment with organizational goals.

Qualifications:

- Registered Clinical Counsellor (RCC) designation with current certification in good standing and supervisory qualifications.
- Minimum of 3 years of clinical experience, with at least 1 year in a leadership or supervisory role.
- Strong experience working with parents, caregivers, and youth, particularly in a mental health setting;
- Proven ability to lead and manage a diverse team, providing support, coaching, and development;
- Experience in program design, development, and evaluation;
- Working knowledge of measurement-based care, assessments and data-driven approaches to support;
- Proficient in Microsoft 365 Suite (Word, Excel, PowerPoint, Outlook, SharePoint).
- Excellent communication skills, both written and verbal.
- Growth-mindset and willingness to engage in ongoing professional development opportunities.
- Ability to work independently and as part of a collaborative team.

Other Requirements:

- Valid Criminal Record Check with Vulnerable Sector clearance.
- Approved Clinical Supervisor (ACS) designation an asset.

