

Pelican High Peak Family Healing Lodge

Treatment Services Manager

The **Treatment Services Manager** is responsible for the organization's overall staffing and programming, including scheduling, coordinating the treatment program, monitoring program quality control, and supervising staff. The position falls under the functional direction of the Chief Executive Officer of Ka-Na-Chi-Hih. The Treatment Services Manager should act as a role model that embodies the lodge's vision, mission, and goals, while supporting an atmosphere of change and quality improvement.

DUTIES AND RESPONSIBILITIES:

- Oversee the overall coordination of all aspects of the Pelican High Peak Family Healing Lodge services including staffing, community collaboration, program delivery, and upkeep of overall facilities of the Healing Lodge.
- Lead, collaborate, and function as a part of an interdisciplinary team to provide quality care.
- Collaborate with the Case Manager, Clinical Counsellor, and other team members to develop and implement individualized treatment plans for each families in the program.
- Support clients in their treatment and recovery by using a strengths based and trauma informed approach to work collaboratively with clients and treatment members.
- Offer information and education regarding harm reduction strategies, motivation to change behaviors associated with their addiction, and relapse prevention.
- Provide crisis intervention and support as needed to the team and family in care.
- Supervise program staff and establish and evaluate appropriate performance standards.
- Annually review staff performance and identify professional development goals for staff and support those goals.
- Uphold accreditation standards and ensure that the program and practice standards are consistent with professional guidelines.
- Monitor documentation and reporting for client files to ensure that information is up to date, accurate and complete in the client information system and other files;
- Oversee the intake and discharge processes for families entering and exiting the residential program.
- Work with the Intake Coordinator to ensure all applications received provide all the required documentation and that all intake processes are met in a timely manner.

- Manage within the budget for Pelican High Peak Family Healing Lodge, including monitoring expenses and allocating resources appropriately.
- Collaborate with Human Resources with hiring, onboarding, disciplinary and termination processes;
- Work as a member of the Policy and Procedure committee to create, implement, and update policies and procedures to ensure a safe and structured environment for workers and family in care.
- Provide timely reports, information and updates to the CEO and Board of Directors as required;
- Establish liaison with other agencies/providers of addictions and mental health services;
- Foster positive relationships with families and community partners to support the family's successful transition back to their homes and communities.
- Collaborate with First Nation communities, Chief and Council and related agencies in the provision of services to Anishinabek people when requested;
- Participate in and/or report to a variety of meetings, committees, Boards and/or other related groups to establish and maintain effective working relationships and support systems;
- Maintain knowledge of current trends of addictive substances and mental health issues and their treatment.
- Provide support for Family Wellness Workers by working on-call after normal business hours (including weekends and holidays) on a pre-scheduled rotational basis.
- Perform other related duties as required.

ACCOUNTABILITY:

The **Treatment Services Manager** is supervised by and accountable to the **Director of Treatment Services**, with ultimate accountability to the **Chief Executive Officer** for overall performance.

QUALIFICATIONS:

- Ability to interact with others in a positive manner and possess strong emotional intelligence
- Excellent oral and written communication skills
- Excellent interpersonal skills to develop and maintain effective and appropriate working relationships with individual, co-workers, First Nation leadership and representatives of other agencies
- Understanding of mental health, addictions and trauma

- Technological skills with Windows, Microsoft suite (including Outlook email and calendar, Excel, Word, PowerPoint), as well as cloud-based software including SharePoint
- Valid G class driver's license and ability provide a current Driver's Record Search.
- Ability to provide clear criminal records check with Vulnerable Sectors Screen upon hire.
- First Aid and CPR
- Ability to work flexible hours

Education

- A degree /diploma or certification from a recognized university or college in addictions, social work, or related field or equivalent training

Experience

- Minimum three years' experience in a managerial position
- Minimum five years' experience in working with families with complex needs
- Thorough knowledge of Child and Family Services Act and Regulations.
- Experience in working with First Nation leadership, Elders, and community partners
- Experience in working with Indigenous Families

PHYSICAL DEMANDS

The position of Treatment Services Manager at Pelican High Peak Family Healing Lodge requires the individual to perform duties that may involve standing, walking, bending, and lifting up to 25 pounds. The position also requires the ability to respond to crisis situations quickly and effectively.