



JOB DESCRIPTION

Position Title:	Therapeutic Services Coordinator
Reports to:	Executive Director
Hours of work:	32 hours a week, Monday to Thursday between the hours of 8:30 am to 5:00 pm, in office
Location:	Victoria, BC and supporting remote locations
Term:	Permanent, full-time
Salary:	\$65,000 to \$70,000 per year

Bridges has been providing life-change through our healing, education, and employment programs since 1988. Our services are open to all women (transgender and cisgender), non-binary, and two-spirit people who identify as a part of the women's community and who have been impacted by violence or trauma at any time in their lives. We aim to support those coming to our programs reclaim their voices and personal autonomy, as they learn to achieve financial independence and security in rebuilding their lives.

We acknowledge with respect the traditional territories on which Bridges for Women is located are the lands of the Ləkʷəŋən peoples (Esquimalt and Songhees nations). We also offer programs and services in the territories of the WSÁNEĆ (Pauquachin, Tsartlip, Tsawout, and Tseycum nations), Malahat (Mill Bay), Pacheedaht (Port Renfrew), Scia'new (Beecher Bay), and T'Sou-ke (Sooke) peoples. We also deliver online programs in the traditional territories of the Kwakwaka'wakw, Nuu-chah-nulth and Coast Salish peoples.

Position Summary:

As a key member of interdisciplinary team, the Therapeutic Services Coordinator will provide leadership and support in the planning, promotion, implementation, and evaluation of therapeutic services. Providing clinical supervision direct service to clients and clinical supervision to Program staff, direct services to clients are also a part of this role. As a registered clinical counsellor the Therapeutic Services Coordinator will embody professionalism, collaboration, strategic thinking, and superb management skills.

Reporting to the Executive Director, the Therapeutic Services Coordinator plays crucial role in collaborating with other Bridges staff to foster the organization's growth to ensure it meets the needs of the community.

The Therapeutic Services Coordinator's key responsibilities include the following areas and may be revised based on the Society's needs:

Responsibilities:

Program Coordination:

- Coordinates the planning, promotion, implementation, and evaluation of the Therapeutic Services Program.
- Initiates and sets goals for programs according to the strategic objectives of the organization
- Develops client service forecasts on an annual and quarterly basis to allow for budget and revenue forecasting and reporting
- Participates in the development of and monitors the Therapeutic Services Program budget with regular reporting to Executive Director as required
- Ensures operations are consistent with regulatory guidelines and internal processes
- Completes reporting requirements to meet deadlines as outlined in funding contracts and as requested by the Executive Director
- Ensures data and client information is recorded and safeguarded in relevant databases according to privacy legislation, funding requirements and organizational policy
- Develops and maintains effective stakeholder partnerships that support and enhance Program delivery

Staff Supervision:

- Supervises all day-to-day aspects of program staff in service delivery
- Oversees the recruitment and selection of staff for the program
- Completes the onboarding process with new team members including orientation to organizational culture, policies, and processes
- Conducts program regular staff feedback and reviews; sets goals with each team member
- Provides coaching and support to encourage growth and engagement within agency guidelines to develop individual employee plans

Counselling and Therapy Services:

- Coordinates the planning, review and delivery of therapeutic services focused on trauma recovery with an emphasis on cultural safety, resource building and strengthening resilience
- Provides leadership, guidance and supervision to the therapeutic services team, including those at off-site locations, ensuring team members are adhering to evidence-based trauma-informed practices and professional ethics and standards
- Provides pro-active and responsive clinical supervision to program staff

- Facilitates weekly program staff case conferencing meetings
- Coordinates external clinical debriefing supports for the team on an ongoing and as-needed basis
- Collaborates as part of a multidisciplinary staff team on case conferencing, hiring committees, project development and strategic planning
- Maintains an active counselling caseload and provides 1:1 counselling for women-identified individuals who have experienced trauma and are living with mental and physical health challenges such as complex PTSD, depression, anxiety, addiction issues, grief and loss, anger, chronic illness
- Identifies and advocates for appropriate professional development needs of program staff, as needed
- Orients and supervises undergraduate or graduate students in practicum placements, as required
- Refers clients to appropriate community resources and advocates when appropriate
- Engages in crisis intervention, assessing suicide risk, creating safety plans, partnering with other community resources as needed
- Other duties as assigned within the scope of the role

Education and Experience:

- Master's degree in social work, counselling psychology is required, including current registration with a provincial licensed body to provide clinical counselling; relevant combination of experience and education will be considered
- A minimum 5 years of professional counselling experience with woman-identified individuals who have experienced violence, abuse and trauma
- A minimum of 2 years providing clinical supervision to clinical counsellors, preferably with a focus on survivors of violence, abuse and/or neglect
- Specialized training and education in trauma-informed approaches such as, person-centred, mindfulness, cognitive behavioural therapy, narrative therapy, integrative mind/body/spirit approaches, somatic psychotherapy, Internal Family Systems, etc.
- Experience with intake, assessment, crisis intervention and safety planning
- Experience with program design, delivery, evaluation, and continuous enhancement
- Experience planning and facilitating psycho-educational group sessions
- Excellent computer skills with proficiency in MS Office applications
- Knowledge of violence, abuse, and poverty and how they affect women's economic status, employability and ability to learn
- Community engagement and relationship management experience
- A vulnerable sector criminal record check is a requirement for this position.

- First Aid and CPR certification required (training will be provided, if not current)
- A valid driver's license and access to a reliable vehicle is preferred.

Knowledge, Skills and Abilities:

- A strong belief in Bridges for Women Society's mission and core values
- Demonstrated understanding of issues specific to those identifying as part of the woman community from an intersectional feminist perspective
- Expertise in developing and managing budgets; program reporting; spending forecasts
- Demonstrated ability to recruit, hire, manage, develop and motivate a team of dedicated professionals in a collaborative and multidisciplinary team environment
- Expertise in creating safety and building supportive, compassionate working relationships with diverse backgrounds that have experienced trauma
- Exceptional written and oral communication both with an ability to find resolution in conflict and effectiveness in stressful situations
- Working knowledge and comfort in using virtual technologies in providing therapeutic services
- Understanding the importance of confidentiality and the privacy and protection of personal information and the sensitive nature of the Society's work

We aim to have the Bridges staff team reflect the participants we serve. We encourage self-identified women, non-binary people, and two-spirit people who identify with the women's community to join our team. We value diversity and lived experience, and (enthusiastically) welcome applicants who identify as Indigenous, racialized, a person with a disability, and/or a member of the LGBTQ+ community