



## **JOB DESCRIPTION**

<b>Position Title:</b>	Therapeutic Services, Coordinator
<b>Reports to:</b>	Programs Manager
<b>Hours of work:</b>	32 hours per week, worked Monday through Thursday, from 8:30 AM to 5:00 PM, on-site in the office
<b>Location:</b>	Victoria, BC and supporting remote locations
<b>Term:</b>	Permanent, full-time

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, Nuuchah-nulth and Coast Salish peoples.

### **Position Summary:**

As a key member of interdisciplinary team, the Therapeutic Services Coordinator will contribute to the planning, promotion, implementation, and evaluation of therapeutic services while also providing direct service to clients. In their role as a registered clinical counsellor, the Therapeutic Services Coordinator will embody professionalism, foster collaboration and demonstrate exceptional leadership.

Reporting to the Programs Manager, the Therapeutic Services Coordinator plays a vital role working alongside Bridges staff to support the organization's growth ensuring it continues to meet evolving needs of the community.

The Coordinator's key responsibilities include the following areas and may be revised to align with the Society's evolving needs:



## **Responsibilities:**

### **Program Support:**

- Assists in the planning, promotion, implementation, and evaluation of the Therapeutic Services Program.
- Collaborates on setting goals for programs according to the strategic objectives of the organization.
- Ensures operations align with regulatory guidelines and internal processes.
- Supports the Programs Manager with the necessary reporting requirements to meet deadlines as outlined in funding contracts and as requested by the Executive Director.
- Safeguards client data and ensures information is accurately recorded to privacy legislation, and organizational policies.
- Works with stakeholders to build and maintain partnerships to enhance program delivery.
- Supervises, orients, and provides oversight to graduate students in Counseling, Social Work, or Community Service programs, ensuring alignment with university and college standards for graduates in counseling work.  
Provides day to day support to program staff, assisting them in service delivery.
- Participates in the recruitment and onboarding process, ensuring new team members are orientated to organization's culture, policies, and processes.
- Collaborates with team members to sets goals and provide regular feedback.
- Offers guidance and coaching to promote professional growth and engagement within the team.

### **Counselling and Therapy Services:**

- Assists in coordinating the delivery of therapeutic services, with a focus on cultural safety, and resilience building.
- Supports team members by providing guidance in adherence to professional and evidence-based practices.
- Offers ongoing, pro-active, and responsive clinical guidance and support to program staff.
- Participates in weekly case conferencing meetings, helping to facilitate team discussions to ensure quality service delivery.
- Responsible for organizing external clinical debriefing supports for the team on an ongoing and as-needed basis.
- Collaborates as part of a multidisciplinary team on case conferencing, project development and planning.
- Maintains an active counselling caseload, providing one- on- one support for clients particularly women-identified individuals who have experienced trauma, mental or physical health challenges such as complex PTSD, depression, anxiety, addiction issues, grief and loss, anger, or chronic illness.
- Refers clients to community resources and advocates for their needs when appropriate.
- Engages in crisis intervention, including suicide risk assessments and safety planning.
- Develops a case management system in collaboration with Bridges staff to provide comprehensive support and guidance, ensuring seamless wraparound services

**Other Duties:**

- Identifies professional development needs for the team, offering support as needed.
- Orients and supervises students in practicum placements, as required.
- Assists with 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 3 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 with a specific focus on somatic psychotherapy, incorporating trauma-informed approaches such as person-centered therapy, mindfulness, cognitive behavioral therapy, narrative therapy, integrative mind-body-spirit practices, and Internal Family Systems, among others.
- Experience with program design, delivery, evaluation, and continuous enhancement
- Experience planning and facilitating psycho-educational group sessions.
- Proficient in MS Office with working knowledge and comfort in using virtual technologies in providing therapeutic services.
- Community engagement and relationship management experience
- A vulnerable sector criminal record check is a requirement for this position.
- First Aid, ASIST and CPR certification required (training provided, if not current).
- A valid driver's license and access to a reliable vehicle is preferred.

**Knowledge, Skills & Abilities:**

- A strong belief in Bridges for Women Society's mission and core values.
- Knowledgeable in intake, assessment, crisis intervention, and safety planning
- Proven ability to supervise teams in social services or client-focused settings, motivating and supporting team members.
- Demonstrated understanding of issues specific to those identifying as part of the woman community from an intersectional feminist perspective.
- Knowledge of how violence, abuse, and poverty impact women's economic status and employability.
- Demonstrated ability to contribute to the recruitment, onboarding, and development of team members while supporting professional growth and team cohesion through guidance and mentorship.
- 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.
- 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