



JOB POSTING

Date Posted: March 19, 2025

Application Deadline: March 25, 2025 at 4pm

Submit: Resume and cover letter to jobs@denovo.ca

POSITION: TEAM LEADER – RESIDENTIAL SERVICES, Permanent Full-Time

JOB SUMMARY

The Team Leader ensures the quality, consistency and appropriate delivery of designated services within the Residential Treatment Centre. The Team Leader functions as the direct supervisor of Counsellors, and indirectly supervisors Attendants, & Volunteers, as it relates to individual counselling, group services, optional programming, graduations, discharges and other areas of programming under the supervision of the Director of Programs. The Team Lead monitors the quantitative and qualitative performance of the Residential Treatment Centre program and functions in support of effective and safe delivery of services.

RESPONSIBILITIES

- Under the direction of the Director of Programs, oversee the day-to-day activities of all residential treatment program services. Assists in the implementation and execution of the service goals, program and client objectives.
- Conduct regular case reviews, file audits, and provides consultation and support team members as needed. Precepts individual counselling, group facilitation, intakes, graduations and discharges as required.
- Supervise the effective delivery of services designated by this position. Works with team members to ensure the effectiveness of all programs by developing and utilizing a variety of evaluation techniques. Assists in the compilation of quarterly and annual reports of program activities in accordance with policies and procedures.
- Ensure best practices are utilized in all service areas.
- Provide skill training and support to team members within the Centre.
- Work with team members and volunteers to develop, and maintain agency standards through a variety of means including, direct supervision, coaching, modeling, reviewing, scheduling and providing feedback to assist them in maximizing performance in fulfilling the duties of their positions
- Provide direct supervision, intervention and/or disciplinary actions as required, as per policy.
- Support the completion of employee performance reviews and performance management, in conjunction with supervisors and human resource.
- Inform the Executive Director and Director of Programs promptly and proactively of any issues such as incidents, complaints, potential litigation, employee/volunteer-related issues, etc.
- Conduct regular reviews and follow-up of the programs, services, documentation, data, and observations.
- Ensure organizational policies and procedures are followed.
- Reviews agency expectation with the team members to ensure consistency and quality service.
- Provide direct service as required.
- Assist in the recruitment and selection of all program employees and volunteers as required.
- Assist with accreditation and quality improvement, as required.
- Participate in new employee/volunteer orientation and training.
- The Team Lead is designated as a “supervisor” under the Occupational Health & Safety Act and must participate in Health and Safety functions as required.
- Assumption and responsibility for other appropriate tasks as delegated.
- Documentation, record-keeping and file management

REQUIREMENTS

- College Diploma/Degree or greater in a related addiction, health or social service discipline.
- CACCF certification or registration as a registered health professional appropriate to the discipline (e.g., CNO, OCSWSSW, CRPO, COTO) in good standing, or commitment to complete CACCF certification or registration.
- Minimum of three-year experience within addictions (preferably residential treatment) and considerable and comprehensive knowledge, skill, and competency within addiction / concurrent disorder scope of practice.
- Clinical consultation and supervision experience, including case dynamics and documentation preferred. Demonstrate knowledge of clinical case management principles, and specific clinical knowledge in the area where required to provide a lead role.
- Demonstrate human resource skills necessary to provide effective leadership to a team of employees.
- Demonstrate competence in administrative principles and procedures as they relate to the operation of agency programs under this position.
- Leadership and staff development through consultation, modeling, mentoring, motivating and demonstration.
- Familiarity with unionized settings is an asset.
- Demonstrated time management and organizational skills.
- Ability to communicate effectively, both orally and in writing.
- Tolerance of and ability to manage a heavy workload, competing demands and high-risk situations.
- Manage internal and external relationships, to have demonstrate empathy and compassion, to be aware of emotional intelligence, conflict resolution, and the understanding of the feelings, ideas, and beliefs of others.
- Commitment to diversity, equity, and inclusion and Cultural awareness and sensitivity.
- Ability to use and learn new technology (e.g., computers, software programs, etc.)
- A valid Ontario G driver’s license in good standing, and a reliable means of transportation.
- A clean CPIC and ability to obtain a clean Vulnerability Sector Check.

“ De Novo Treatment Centre is an equal opportunity employer and we value the importance of diversity, dignity and worth of every individual in the workplace. De Novo offers accommodation for applicants with disabilities in its recruitment processes. If you are contacted by De Novo regarding a job opportunity, please advise prior to the interview if you require accommodation.”