



## Job Description

**Position title:** General Manager

**Posting date:** September, 4th, 2019

**Closing date:** Open until position is filled

**Location:** Kitchener, Waterloo, Brantford, Ohsweken

**Hours of work:** Full Time, 40 hours per week

### Overview:

Qualia Counselling Services is a Cognitive Behaviour psychotherapy, coaching and training business with four clinics in Kitchener, Six Nations, Waterloo & Brantford with a rigorous teaching and training department that provides training online, in Kitchener and across Ontario. Qualia also has several satellite locations.

Qualia Counselling Services is owned and directed by two owners, and currently managed by two Office Managers and a Human Resources Manager. We have a mixed employee and contractor work model and staff approximately 50 individuals company wide. We are established upon and operate from values of Professional Excellence, Authentic Community, Strength of Character & Alleviation of Suffering. We are committed to serving a variety of populations including priority populations like Children & Youth, Indigenous and LGBTQ+ Populations.

As the General Manager of this thriving high growth, multi clinic company, you will put to use your love of Project & Business Management and passion for helping others in a Psychotherapeutic & Clinical Capacity. We are currently seeking someone to fill this first ever and unique role that would directly oversee all business administrative operations within the company and play a valuable and key role in the delivery of essential clinical services, such as teaching/training and providing psychotherapy to a small clinical caseload. Serving as a liaison

between the Owners and Directors of Qualia and the clinic and the business administration and clinical teams. This position would be responsible for the smooth daily operations of the clinics; meeting weekly, monthly and annual goals; and joining the teaching and training and clinical team. More specifically, the General Manager would have the following duties and responsibilities:

### **Duties and Responsibilities:**

#### Management

- Lead all weekly management meetings (held with and being reported to by Office Managers and the HR Manager) ensuring all teams are on task in regards to their project management lists and Manager reports and checklists
- Report to the Owners/Directors weekly using the General Manager Report
- Ensure all projects are being managed according to goals, budget and timelines set out by the Owners/Directors
- Resolve all business operations problems that arise, in consultation with the Owners/Directors as needed
- Ensure each clinic and program is following and on point for individual and clinic wide budgets
- Conduct clinical interviews for recruitment and also oversee all administrative hiring
- Comply with and improve upon companywide HR Policies and Procedures
- Conduct annual SWOT analyses in conjunction with the Owners/Directors and provide valuable input into strategic plans
- Respond to daily demands and tasks necessary to effectively and professionally manage the clinics and company

#### Psychotherapeutic / Clinical Work:

- Provide professionally excellent psychotherapy services, rooted in CBT to a client caseload of 5-8 clients per week, ideally seen at our Six Nations or Brantford clinics
- Contribute to clinical conversations within the clinical teams, and prepare and present at monthly and weekly clinical training/peer supervision meetings
- Participate in research and development to improve upon clinical resources, presentations and teaching curriculum
- Maintain and set an example for professionally excellent, ethical note taking and clinical work
- Provide clinical supervision within our clinics or at the community level, or be willing to grow and learn within our clinical supervisors team

#### Teaching & Training:

- Provide instruction through Qualia's partnership with Wilfrid Laurier University, in online and live settings
- Be available to instruct several weekend intensive trainings per year
- Provide community in service presentations and workshops
- Provide community based workshops and seminars

### Community Relations

- Contribute to the growth of Qualia's professional reputation through community engagement and strategic community relations projects
- Oversee all current and ongoing community relations projects in our clinical communities
- Develop and execute community relations and service promotion plans

### Educational Requirements

The General Manager will most preferably have a Master of Social Work degree and either a Bachelor of Business Administration or a diploma/degree in a business-related field (those with very applicable supervision experience and business knowledge but without formal business training may also be considered). A Masters degree in psychotherapy, mental health or likewise may also be considered in substitution of a Master of Social Work degree. The General Manager will be registered with their appropriate professional colleges including the OCSWSSW or CRPO and also other business related professional regulatory bodies.

### Experience

The General Manager must have several years of experience working in a management and/or supervisory role within multidisciplinary teams, ideally having both clinical and administrative management experience. The General Manager must be comfortable with leading diverse groups, staff and people towards common goals, and know various methods of engagement and motivational techniques towards goal achievement.

The General Manager will have experience with managing substantial budgets and meeting monthly, quarterly and annual budget goals and limits. The General Manager will be extremely organized and know business best practices, as well as growth and change management techniques and how to improve efficiencies and effectiveness within business practices.

The General Manager must have several years of psychotherapeutic clinical experience working within a mental health setting and also have experience teaching and training. They will ideally have formal teaching experience within a university or college, and/or experience with providing in house training and coaching. The General Manager must feel confident providing presentations to large groups of people, and do so in an engaging and professional demeanour.

The General Manager must have formal Cognitive Behaviour Therapy training and have a passion for the CBT model. They must have at least two years of experience using the CBT Model in mental health settings.

### **Working Conditions**

- The General Manager will be expected to travel between offices in Kitchener, Waterloo, Six Nations and Brantford as well as travel to locations that request teaching and training. A 'home' location and schedule for travel can be negotiated.
- Typical hours will be from 9 am to 5 pm but occasional evening and weekend work will be required for teaching, community workshops or other events and opportunities
- *Qualia Counselling Services* in an equal opportunity employer.

### **Compensation**

Salary for the General Manager will be determined upon experience, unique opportunities the General Manager can provide in this position and skill/education. Qualia Counselling Services is able to offer an attractive vacation and benefits package in addition to a starting salary of \$83,000 - \$96,000.

Qualia Counselling is a small business run with real dedication to genuine, authentic community and connection, while delivering innovative, professionally excellent services. We are excited to expand our team in this new way and to meet with and explore this position with suitable applicants.

**Deadline to apply is open until the position is successfully filled.**

**Please send applications to: [brandon@qualiacounselling.com](mailto:brandon@qualiacounselling.com)**