



Manager of Client Services, R.I.T.E.S. Program
Full time –Permanent
Internal/External Posting

Are you looking for an opportunity to make a positive impact on the mental health and well-being of Black youth and their families? Are you interested in a hybrid work environment that provides flexible work hours and the ability to work in office, from home and in community?

Central Toronto Youth Services (CTYS) is seeking a talented and dedicated individual to join our team as Manager of Client Services in the [R.I.T.E.S. Program](#). This is an incredible opportunity to collaboratively shape responsive and innovative mental health programming and services for Black, African Canadian, Afro Caribbean and Afro Latinx youth and their families. As an accredited, progressive Children’s Mental Health Centre, CTYS provides a range of mental health services and supports to youth, young adults, and their families across Toronto. Services in the R.I.T.E.S. Program include therapeutic groups, individual counselling, and a youth justice pilot program.

As an employer, we are committed to building teams that reflect the diversity and needs of our clients and workforce. Identification as a member of the Black, African Canadian, Afro Caribbean and/or Afro Latinx community is required for this position.

Primary Responsibilities:

- Provide direct clinical supervision and staff support.
- Sustain collaborative working relationships with Black/ African Canadian communities, mental health care providers, TDSB/ TCDSB schools, Courts, Probation Officers, Elders and crisis services.
- Provide leadership in maintaining collaborative and efficient staff teams and oversee all admin functions pertaining to staff and the programs.
- Provide advocacy and structural leverage for staff teams around issues of equity, anti-Black racism and social justice.
- Participate in the selection of evidence-based and evidence-informed practices, and implement the selected practices, inclusive of monitoring effectiveness.
- Support management leadership initiatives centering and fostering equity, inclusion and anti-racism.
- Ensure clinical services are delivered in a manner consistent with all applicable agency policies and procedures, legislation and accreditation standards.
- Ensure performance measurement data guides and informs quality improvement and service development.
- Shared responsibility for budget development and monitoring.
- Provide clinical and/or administrative coverage for other CTYS programs as needed.

Qualifications, Skills and Knowledge:

- Identify as a member of the Black, African Canadian, Afro Caribbean and/or Afro Latinx community.

- Degree in a relevant discipline or equivalent combination of education, experience and training (Graduate Degree preferred).
- Minimum of 5 years related experience working in children's mental health with youth and families inclusive of program management experience
- Membership in the appropriate professional regulatory body (RSW, RP).
- Demonstrated skills in assessment, formulation and coordination with youth and families.
- Knowledge and understanding of group programming, dynamics and facilitation.
- Commitment to practicing from anti-oppressive, anti-racist, equity and trauma informed frameworks.
- Thorough familiarity with pertinent legislation including the Child and Family Services Act, Youth Criminal Justice Act and the Personal Health Information Protection Act.
- Experience supporting virtual services is an asset.
- Proficiency in French language an asset.
- COVID vaccinations required.

Compensation & benefits:

Competitive salary, Employer contribution based RRSP, Extended Medical & Dental Health Benefits, flexible work hours, & professional development days.

Start Date: ASAP

*Please submit a letter of application with resume by: **May 23rd, 2023***

Central Toronto Youth Services
65 Wellesley St. E., Suite 300, Toronto, ON,
M4Y 1G7 Fax: (416) 924-2930
Email: resumes@ctys.org

We thank all applicants; however, only candidates selected for an interview will be contacted.

CTYS welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection and hiring process. As employers, we are committed to building organizations that reflect the diversity of our clients and the communities we serve. We encourage applications from racialized, queer and transgender people, and those with lived experiences with mental health challenges.

