



McLeod Lake Indian Band

General Delivery, McLeod Lake, BC, V0J 2G0
Main Office (250) 750-4415 Fax: (250) 750-4420

Job Posting: Clinical Operations & Program Services Manager

The McLeod Lake Indian Band (MLIB) is a vibrant and community driven First Nations organization dedicated to improving the health and well-being of our members through culturally relevant, holistic healthcare. We are committed to fostering sustainable health services that reflect our traditions and values while addressing the contemporary health needs of our community.

Position Overview:

The Clinical Operations & Program Services (COPS) Manager will oversee the day-to-day operations of the mental health and addictions services department, ensuring the delivery of high-quality, culturally safe, and client-centered care. Reporting to the Director of Health and Social Services, the COPS Manager will lead a team of health professionals and be responsible for managing resources, developing programs, and ensuring operational efficiency. The ideal candidate will have a strong background in mental health and clinical services, leadership, and program management. This role is crucial to ensuring the delivery of high-quality care to our clients and fostering a supportive work environment for our team.

Key Responsibilities:

Leadership and Staff Management:

- Lead and manage a team of health professionals, ensuring efficient operations and high-quality care.
- Provide guidance, mentorship, and support to team members to ensure they perform their duties effectively and meet performance standards.
- Conduct regular performance reviews, set clear goals, provide constructive feedback, and develop improvement plans for employees as needed.
- Identify training needs and organize professional development opportunities to help employees enhance their skills and knowledge.
- Address and mediate conflicts between team members, encouraging open communication to resolve issues in a fair and timely manner.
- Assign tasks and responsibilities to employees according to their skills and capabilities to optimize productivity and efficiency.
- Foster a positive work environment that motivates employees, promotes teamwork, and recognizes individual and team achievements.
- Document and track all project-related activities, engagements, meetings, and community events while maintaining confidentiality.

Operational Planning and Strategy:

- In collaboration with the Director of Health and Social Services, implement operational plans that align with MLIB's mental health strategy.
- Drive continuous improvement by analyzing data and recommending operational enhancements.

Program Development and Service Delivery:

- Develop and oversee mental health programs that meet the unique needs of the McLeod Lake community.
- Ensure culturally safe and effective health service delivery, incorporating traditional healing practices where appropriate.
- Lead risk management efforts and ensure compliance with regulatory standards.

Communication and Stakeholder Engagement:

- Act as a liaison between MLIB health services, other healthcare organizations, and various levels of government.
- Provide reports and updates to the Director of Health and Social Services on the progress and effectiveness of health initiatives.
- Promote community awareness of health programs and services.

Strategic Planning and Reporting:

- Contribute to the development of the overall health services strategic plan and participate in annual budgeting processes.
- Provide strategic advice to the Director of Health and Social Services on emerging trends and health issues affecting the community.

Qualifications:

- Bachelor's degree in Psychology, Social Work, Nursing, or a related field (Master's degree preferred).
- Minimum of 5 years of experience in mental health and addiction services, with at least 2 years in a managerial or leadership role.
- Strong knowledge of evidence-based treatment approaches for mental health and addiction.
- Demonstrated ability to lead, manage, and motivate a multidisciplinary team.
- Excellent communication, organizational, and problem-solving skills.
- Knowledge of cultural sensitivities and the ability to work with diverse populations.
- Experience in budget management and resource allocation.
- Certification or registration with a relevant professional body is an asset.

Additional Assets:

- Familiarity with the health challenges faced by Indigenous populations in remote and rural settings.
- Knowledge of the BC Declaration of the Rights of Indigenous Peoples Act and the Truth and Reconciliation Commission's recommendations as they relate to health.
- Experience in developing culturally safe health programs that integrate Indigenous and Western healthcare practices.

Conditions of Employment:

- Must pass a Criminal Record Check.
- Valid Class 5 BC Driver's License with a clean driving record.
- Up to date with required vaccinations.

Compensation:

- Salary range: **\$75,000 – \$110,000** per year, based on experience and qualifications.
- Comprehensive benefits package, including dental, vision care, and wellness support.
- Full-time position, Monday to Friday, 7:30 a.m. – 4:00 p.m., with occasional travel and extended hours as required.

Submit resumes and a cover letter to:

Attention: Human Resources

Email: hrdept@mllib.ca

Posted: October 09, 2024

Closing date: Posted until filled.