



HARD FEELINGS MENTAL HEALTH
hardfeelings.org / @hardfeelings

Job Posting: Manager, Community of Practice

Start Date: September 2022

HOURS: 4 days per week / some evening work required

LOCATION: Hybrid - must be available to work in our Toronto office 1-2 days per week

COMPENSATION: \$57,600 + 3 weeks paid vacation

THE ORGANIZATION

Hard Feelings is a non-profit organization focused on increasing access to mental health supports and resources. We support a community of professional counsellors who offer low-cost, short-term therapy to individuals with limited capacity to pay. We also operate an online retail store that sells books and products focused on building stronger mental health. As a social purpose business, proceeds from counsellor membership fees and retail sales support our work.

The Hard Feelings Community of Practice

The counsellors in our Community of Practice (CP) are registered social workers and psychotherapists, representing a diversity of practice approaches, backgrounds and experience. Counsellors are independent practitioners who pay a membership fee to practice through Hard Feelings. Membership benefits include: profile on our website, client referrals, professional trainings/workshops, peer supervision groups, and a network of professional colleagues.

THE JOB

Working with our Acting Executive Director, this position will be responsible for leading the operations and growth of the Hard Feelings Community of Practice.

This work includes:

1. Supporting the daily operations of the CP

- Program, organize, and facilitate monthly trainings and peer supervision pods for counsellors
- Respond to CP requests for support and provide clinical consultation as needed
- Manage, collect and analyze caseload data
- Lead internal communications for the CP (emails and Slack)
- Organize and lead social and team building events for the CP

- Support CP members with accreditation, licensing and other regulatory standards or processes as needed
- Lead the development and implementation of best clinical practices for clients
- Ensure those practices are consistent with an anti-oppressive, anti-racist, and inclusive approach to client care and build CP culture with this framework in mind
- Support CP in understanding clinical issues impacting clients with challenging needs, and the development of formulations which inform therapeutic direction
- Assess the needs and opportunities for a return to in-person practice
- Support the development of a hybrid model of service delivery
- Work with other HF staff members to manage resource directory and support service navigation
- Advise retail team in the curation and development of therapy tools and resources for the online store

2. Building and Expanding the CP

- Recruit, screen, and select new CP members, consistent with our growth strategy
- Orient new members to the CP and support them as they manage their practices
- Develop and maintain strong teamwork among CP members, and positive interdisciplinary collaboration within the organization
- Develop new clinical programs and initiatives that will increase access for clients
- Identify gaps and opportunities to include underserved populations and strive for equity for clients and counsellors
- Participate in the visioning, creation and implementation of new projects and initiatives that are aligned with our mission and support the CP

3. Promoting the work of the CP

- Promote the CP with partners and the public
- Contribute to external communications for the CP (social media, emails, networking)
- Manage, collect and analyze client and counsellor survey data
- Provide program data to inform promotional materials (newsletter, proposals, etc.)
- Contribute to the development of promotional strategy for growth of the CP
- Maintain key partnerships that support the work of the CP (e.g. community partners, clinical practices, facilitators, etc.)
- Represent HF and the CP in media interviews, educational forums, and community events
- Other duties as assigned

QUALIFICATIONS

Education and registration

- A graduate level degree in a counselling discipline (e.g., MSW, MEd Counselling)
- Registration with a regulatory body in Ontario (OCSWSSW, CRPO)

Clinical experience

- Minimum 3-5 years of direct clinical experience, providing individual and/or group therapy

- Experience working in private practice, and deep understanding of regulations, and practice guidelines and ethics in Ontario
- Experience providing supervision (including peer supervision) and leadership within a team
- Demonstrated strong clinical judgement and crisis management experience
- Experience in developing and facilitating group trainings and workshops
- Knowledge of evidence informed/based practices, program evaluation methods and tools
- Training and/or lived experience regarding the diversity of individuals/families in the GTA
- Knowledge and skills in Diversity, Equity and Inclusion, Anti-Oppressive Practice (AOP) and/or Anti-Black Racism (ABR)
- Highly committed to trauma-informed principles, practices, and innovative approaches in the delivery of counselling services, and familiarity with harm reduction approaches
- Deep knowledge of and connections within the mental health and social service sector in the GTA, and across Ontario

Leadership and administration

- Demonstrated leadership and team building skills
- Experience in program design and funding applications
- Demonstrated excellent communication, interpersonal and organizational skills
- A creative thinker with a flexible approach to problem solving
- High level of critical and logical thinking, analysis, and reasoning
- Highly flexible, consistently positive, and team-oriented outlook
- Ability to work from home and in-person at our downtown Toronto location
- Experience using Excel and Microsoft Office and Slack
- Experience supervising student placements an asset
- Proof of vaccination (two doses) against COVID-19

APPLICATION PROCESS

If you are interested in joining a creative and dedicated team, we want to hear from you!

Please send your resume and cover letter in a single document (MS Word or PDF format only) to kate@hardfeelings.org, quoting “**Manager, Community of Practice**” in the subject line.

Please submit your application by **5:00 pm on August 12th, 2022**. Applications will be considered as they are received, until the deadline.

We thank all applicants for their interest but only those selected for further consideration will be contacted.

As an employer, Hard Feelings Mental Health is committed to building and sustaining an equitable and inclusive working environment. We encourage and actively seek applications from Indigenous, Black, racialized people, visible minorities, 2SLGBTQIA+ persons, all genders, and persons with disabilities. Requests for accommodation due to disability can be made at any stage in the recruitment process.