



Director of Care Services and Counseling

Position Summary

JFS is seeking an experienced professional to oversee the JFS case management and clinical counseling programs. The Director is responsible for program development, daily operations, supervision, quality assurance and financial accountability. This is an exciting opportunity for someone who is looking to make an impact and is ready to take on the challenge of developing and implementing excellence in care services.

About Us

JFS has been enhancing the quality of life for individuals and families in the Lower Mainland for over 80 years. Our mission is to provide essential supports fostering the social, physical and emotional wellness of individuals and families most in need. Join us to make a meaningful impact by proactively addressing challenges, embracing change, and uplifting lives. JFS is an equal opportunity employer. All applicants will be considered for employment regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status.

Benefits & Compensation

JFS offers a competitive benefits package including generous paid time off, paid sick days, paid health and dental benefits, and RRSP matching. This is a full-time position, 35 hours per week. Salary is commensurate with experience.

Duties and Responsibilities

Reporting to the CEO, the Director of Care Management and Counseling will be responsible for:

Supervisory Practice

- Overseeing a team of 15-20 employees providing direct services to the community
- Supervising the Care Services Manager, who assists with daily supervision of the Care Services team as well as programmatic oversight for both departments
- Regular supervision with care managers and therapists; one-on-one or in group as needed
- Overseeing implementation and ongoing execution of initiatives, programs and activities
- Identifying needs for training, consultation and staff development. Work with Director of Operations to implement suggestions
- Setting objectives and workload expectations for staff. Regularly monitor staff performance
- Conducting annual Performance Reviews
- Providing ad hoc case management supervision to other staff members in need of support

Management Team Responsibilities

- Working in partnership with directors to maintain good communication across departments
- Participation in regular Management Team meetings



- Collaboration with other Directors to promote consistency in program delivery
- Keeping informed, and keeping the CEO informed, of developments and trends outside of the agency that have a bearing on the interests of clients and services
- Annual Strategic Planning for the departments
- Evaluation of programs/services based on planning and expectations
- Preparation of reports on caseload activities as required
- Assisting in the development of goals, objectives, policies and procedures within the department and for JFS as required
- Assisting in the preparation of departmental budgets and ensure budget compliance
- Liaising with community agencies, institutions and other professionals to develop programs and relationships as required

Requirements and Qualifications

- Master's Degree from an accredited college or university in social work, psychology, counselling or equivalent social services field
- Minimum 5 years of Clinical Supervision
- Minimum of 3 years' experience in administration, program development and or training and education
- Minimum 5 years' experience working in social services
- Current licence and/or registration in professional organization
- Excellent verbal, written communication skills
- Outstanding critical thinking and creative problem solving skills
- Ability to manage, direct and lead clinical or para-clinical teams
- Public speaking and teaching experience
- Familiarity with Jewish culture an asset

Start Date

December 2021

To Apply

If you are qualified and interested in this opportunity, please forward a cover letter and resume quoting "Director of Care Services and Counseling" to Rachel Shanken, Director of Operations at jobs@jfsvancouver.ca by November 5, 2021. Please note that only qualified candidates considered for an interview will be contacted.