

## **Employment Opportunity Manager, Client Services & Training, Counselling Services**

### **Organization Overview:**

YWCA Edmonton is a powerful voice for equity and has been leading social change and progress for women, families and gender-diverse individuals in the capital region since 1907. Part of an international movement, YWCA Edmonton is a trusted provider of services, programs and advocacy work that transforms lives and helps build a stronger, healthier, and equitable community for all. We provide education and services to thousands every year through leadership programs, counselling, outdoor education, healing retreats and supporting people with disabilities.

### **Job Summary:**

The Manager, Client Services & Training, works collaboratively with the Manager, Client Services & Community Partnerships to jointly fulfill the responsibilities of the Assistant Director of Counselling Services. Within this shared leadership structure, the Manager, Client Services & Training, focuses specifically on advancing the department's clinical education, training, and professional development goals.

This role is responsible for the design, coordination, and delivery of high-quality training initiatives for staff, students, and community partners. The Manager oversees the onboarding, supervision, and ongoing support of practicum students, interns, and volunteers to ensure consistent standards of clinical excellence, ethical practice, and professional development.

The position also serves as the *Associate Director of Training for the Edmonton Cross-Specialty Psychology Residency Consortium*, representing YWCA Edmonton and contributing to the continued development and quality assurance of the PhD residency training program.

### **Employment Type:**

Maternity leave coverage, 1 year, .8 FTE to 1 FTE (30 to 37.5 hours/week), hours typically between Monday – Friday. There may be some work required during evenings and weekends.

### **Job Responsibilities:**

#### **Clinical Training & Professional Development**

- Design, develop, schedule and deliver internal training initiatives that support clinical excellence, ethical practice, and trauma-informed service delivery.
- Identify professional development needs across the counselling department and coordinate training opportunities for staff.
- Support the implementation and sustainability of evidence-informed clinical practices within the department.
- Provide consultation and guidance to staff regarding documentation practices, ethical decision-making, and clinical standards.
- Contribute to departmental quality assurance processes related to training, supervision, and professional practice.

#### **Student, Intern, and Volunteer Supervision**

- Support the Training Manager in the recruitment, hiring, training, and supervision of practicum students, volunteers, and PhD student interns.
- Oversee recruitment, onboarding, orientation, and supervision of practicum students, interns, and volunteers within Counselling Services.
- Liaise with universities and professional training programs to coordinate placements and ensure training expectations are met.
- Provide supervision, mentorship, and evaluation of trainees in accordance with professional regulatory standards.
- Ensure all training placements align with the clinical and ethical standards required by relevant professional regulatory bodies.

### **Residency Training Program Leadership**

- Serve as **Associate Director of Training** for the *Edmonton Cross-Specialty Psychology Residency Consortium*.
- Represent YWCA Edmonton within the consortium and collaborate with partner agencies to maintain and strengthen the residency training program.
- Support accreditation processes, training evaluations, and program development activities related to the residency program.
- Coordinate the placement, supervision, and evaluation of psychology residents within the counselling department.

### **Department Leadership and Operations**

- Work collaboratively with the Manager, Client Services & Community Partnerships, to support the overall leadership and operations of Counselling Services.
- Contribute to strategic planning and program development initiatives within the department.
- Assist with monitoring service delivery standards, clinical documentation practices, and program quality assurance.
- Provide leadership support to counselling staff, students, and volunteers in maintaining ethical and professional standards of care.
- Participate in leadership meetings and contribute to organizational initiatives as required.
- Assists Director and HR with recruiting, interviewing, hiring and review of employees required to effectively run the department.
- Ensure all Human Resources Policies & Procedures are met and followed by staff and supervisees.
- Provide regular updates regarding new developments or concerns within the department to the Director.
- Assist with the management of complaints and disciplinary action involving staff, students, and volunteers.
- Collaborate with YWCA Edmonton's External Relations department as necessary to support fund development goals.
- Support and participate in activities and special events on behalf of the organization for funding and external relations purposes.

### **Clinical Practice**

- Maintain a reduced clinical caseload to remain connected to frontline service delivery and ensure training practices remain grounded in clinical realities.
- Provide trauma-informed counselling services consistent with the standards of relevant professional regulatory bodies.

## Community and Organizational Engagement

- Represent YWCA Edmonton in professional training partnerships and community collaborations related to clinical education.
- Support organizational initiatives related to knowledge sharing, professional development, and sector capacity building.
- Participate in community partnerships and training initiatives aligned with YWCA Edmonton's mission and strategic priorities.

## **Work Environment**

This position plays a key leadership role within the Counselling Services department at YWCA Edmonton. The team is composed of highly skilled, compassionate professionals who are deeply committed to supporting individuals and families impacted by trauma, violence, and complex life challenges.

Counselling Services is known for fostering a strong and collaborative team culture grounded in mutual respect, psychological safety, and shared learning. Staff are passionate about their work and dedicated to continuous growth, innovation, and excellence in service delivery. The department values reflective practice, open dialogue, and supporting one another in the emotionally demanding work of frontline counselling.

The Manager, Client Services & Training, will help cultivate and strengthen this culture by supporting professional development, mentorship, and knowledge sharing across the team. This role contributes to an environment where staff, students, and volunteers feel supported to grow their skills while delivering high-quality, trauma-informed care to the community.

The role may require occasional evening hours to support training initiatives, student supervision, or program activities. Flexible scheduling may be utilized to meet the needs of the position.

## **Organizational Relationships**

The Manager, Client Services & Training, reports to the Director of Counselling Services. This position works closely with:

- Manager, Client Services & Community Partnerships
- Counselling staff
- Practicum students, interns, and volunteers
- External academic and training institutions
- Edmonton Cross-Specialty Psychology Residency Consortium partners

## **Qualifications:**

- PhD or PsyD in Counselling Psychology.
- Full registration and in good standing with the College of Alberta Psychologists.
- Extensive knowledge and experience in the provision of direct counselling services across a wide field of therapeutic orientations and client demographics (including family violence and trauma).
- Extensive knowledge of all ethical guidelines, and legislation pertaining to the practice of Counselling Psychology as identified by the College of Alberta Psychologists, Psychologists' Association of Alberta, and the Health Professions Act of Alberta.
- Excellent communication, planning, organization, and interpersonal skills.
- Ability to collaborate effectively within shared leadership structures.

- Experience and post-secondary training in clinical supervision.
- Experience and proficiency in Microsoft Office and Teams.

**Checks & Insurance:**

- Able to provide a clear Criminal Record and Vulnerable Sector Check
- Able to provide a clear Youth Intervention Check

**Equal Opportunity Commitment:**

For over a century, YWCA Edmonton has been dedicated to creating a community in which everyone has an equal opportunity to achieve their full potential. We know that creating an equitable world requires diversity of thought and equity for all. We stay true to our mission by welcoming the unique contributions that each individual can make, and our hiring practices welcome all candidates. YWCA Edmonton is committed to maintaining a workplace environment that demonstrates a culture built on the fundamental principles of inclusion, diversity, equity, accessibility, and safety.

**Acknowledgment:**

YWCA Edmonton acknowledges that we are on the traditional land of Treaty 6 Territory and the Metis Homeland of Region 4. The footsteps of diverse Indigenous peoples have marked this territory from time immemorial — First Nations, Metis, Inuit, and now settlers from around the world. We are all treaty members, with recognition and respect for Indigenous Peoples and the traditional territories on which we live, work, and play. We call upon our collective honored traditions and spirits to share responsibility for stewardship of this beautiful land and our community.

**Compensation:**

We offer a competitive compensation package for the job commensurate with experience and education. The role also includes a full benefits package with RRSP employer matching contributions, paid time off and holidays. Our hybrid work arrangement provides flexibility to work both in-office and remotely, supporting work-life balance and personal pursuits. We value our employees and aim to provide a work environment that promotes growth, development and well-being.

**How to Apply:**

Please submit your cover letter and resume to [a.lim@ywcaedm.org](mailto:a.lim@ywcaedm.org).

**Only qualified applicants will be contacted for a prescreening interview. No phone calls, please. This posting will remain open until a suitable candidate is found.**