



OPPORTUNITY PROFILE

Manager, Interprofessional Practice

About CASA

CASA Mental Health is an established non-profit organization delivering holistic, culturally safe wrap-around mental health services to Albertans aged three to 17 and their families. CASA provides mental health service to the missing middle – mental health treatment for diagnosed children and youth, in between prevention and promotion in primary and community care, and acute treatment in hospital.

CASA's team of mental health professionals are trauma experts committed to delivering service in collaboration with community partners. This includes assessment and treatment for over 11,000 children, youth, and their families each year, from community outreach settings to intensive treatment programs.

Inclusion, diversity, equity, and accessibility are foundational values at CASA. As a provider of mental health services for children, youth and their families, we want to create a culturally safe environment that acknowledges, honours and respects the lived experience of every person and community. We believe that organizations can be powerful platforms for social change and that we are responsible for a future that is more diverse, equitable and inclusive for all. [Read CASA's commitment to equity, diversity and inclusivity \(PDF\)](#).

CASA's Vision

A community where all children, youth and their families are provided with timely mental health care and empowered to thrive.

Mission

To build resilience through holistic, evidence-informed and compassionate care and to advocate for children, youth and families with mental illness.

Core Values

Community – We believe each person's community is unique and is needed to support the mental health and wellbeing of those we serve.

Child-Centred and Family-Inclusive Care – As partners in care, we build services around the specific needs of each child and family. **Collaboration** – We work together to better serve children, youth and families.

Equity, Diversity and Inclusivity – We create a culturally safe environment that acknowledges, honours, and respects the lived experience of every person and community.

Outcomes-Based Accountability – We commit to and deliver effective outcomes as both a care provider and employer.

The Opportunity

Reporting to the Director, Interprofessional Practice and Support Services, the Manager, Interprofessional Practice provides leadership and oversight to assigned program areas, ensuring the delivery of high-quality, evidence-informed care for children, adolescents and their families served by CASA. Key responsibilities include translating organizational strategy into operational plans, developing and managing annual budgets, managing assigned facilities, overseeing Electronic Medical Records (EMR) systems, developing and implementing evaluation/quality frameworks and metrics, developing and implementing clinical policies, and fostering relationships with key stakeholders.

Key Roles and Responsibilities

Leadership & Service Delivery

- Provide leadership through role modelling, inspiring the vision of CASA, addressing opportunities and challenges, supporting staff through accountability and ownership, and encouraging innovation.
- Promote a work environment of safety and quality care for staff and patients.
- In collaboration with the Clinical Director, Program Managers and Practice Leads, develops annual operational plans to achieve CASA's Strategic objectives.
- Participate in (and may lead) the development and maintenance of site and/or program policies, procedures, guidelines and/or protocols.
- Participate in the development of clinical standards and ensure adherence to established clinical standards and guidelines.
- Ensure the implementation of standards and guidelines through coaching and supervision of Practice Leads.
- Lead policy and procedure development to inform high-quality record management through the use of the electronic medical record.
- Provide facility leadership in collaboration with the Manager, Facilities, including allocating space and overseeing supplies and expenses.
- Assist with program reporting, including staffing patterns/trends; workload issues; program and patient outcome data; and reportable incidents and risk management.
- Maintain collaborative relationships across programs and management portfolios;
- Second point of contact in the complaint resolution process for patients and families.
- Model respect, responsiveness and demonstrates personal and professional development.
- Develop and act on a learning plan that reflects performance goals and competencies.

- Provide on-call coverage to CASA House.
- Provide coverage for the Clinical Director as required.

Fiscal Management

- Identify budget requirements for human and capital resources for assigned programs.
- Work with the Clinical Director to monitor budget and expenditures for assigned programs.
- Identify the cause of variance and take actions to correct deviations.
- May assist with financial reporting (ex., providing context notes explaining expenses).

Human Resources

- Lead recruitment, onboarding, performance management, supervision, offboarding and termination of assigned Practice Leads.
- Organize and complete training and orientation for Practice Leads.
- Participate in organizational orientation.
- In partnership with Human Resources, provides oversight to the Practice Leads in program recruitment, including the development of position descriptions and position postings.
- Act as a mentor and coach in supporting Practice Leads in the management of program staff.
- Accurately interprets collective agreements and contributes to activities related to the grievance/arbitration process in partnership with Human Resources.
- Provide coverage for other Managers as required.

Staff Development and Education

- Collaborate with the Clinical Director and Practice Leads to promote, facilitate and implement continuing education.
- Support the Practice Leads in maintaining effective multidisciplinary teams, fostering respect and learning.
- Identify clinical education needs and collaborate with the Manager, Clinical Professional Development and Education, to implement educational priorities.

Internal and External Engagement

- Participate in the Strategic Clinical Council and the Clinical Operations Committee.
- Lead Practice Leadership meetings.
- Support and may attend program team meetings.

- Encourage open and transparent communication from staff on matters pertaining to operational efficiencies and internal/external relationships.
- Communicate effectively across program areas and amongst the leadership team.
- Model and encourage effective communication within and between teams to promote a safe, respectful and trusting workplace culture.
- Maintain relationships with key educational institutions and assist Practice Leads with selecting preceptors and students.
- Assist with student placements and coordination of student practicums within programs to support a positive learning and teaching environment.
- Encourage staff involvement and participate in the supervision of students and learners at CASA.
- Participate in external meetings representing CASA as directed by the Director.

Program Planning and Development

- Obtain team feedback and utilize change management strategies to implement required program changes successfully.
- Collaborate with the Clinical Director, Interprofessional Practice and Support Services, to identify service delivery improvements and suggest enhancements through the lens of evidence-informed practice and CASA's strategic and operational plans.
- Regularly works with the team to gather information and implement any required improvements to clinical processes.
- Actively create and support alignment between CASA's strategic goals and program/team goals and processes.
- Inspire staff by articulating vision and key goals/objectives for the programs.
- Acts as a change agent, resource and role model for staff by leading and managing change effectively and inspiring innovation and creativity.

Evaluation and Quality Improvement

- Collaborate with Clinical Director, Practice Leads, Medical Lead and evaluation team to determine program evaluation frameworks, measures and outcomes.
- Collaborates with Clinical Director, Practice Leads, and Medical Lead to routinely review and plan improvements to enhance program quality.
- Support the collection of evaluation and quality data.

- At the direction of the Clinical Director, works collaboratively with the research department to assist with critical appraisal, evaluation and knowledge transfer.

The Person

Education and Experience

The ideal candidate holds a Master's degree in a relevant clinical field such as psychology or social work, along with at least three years of management experience in an addictions and/or mental health care setting. Experience leading multidisciplinary teams and working collaboratively with community partners is essential. Current registration in good standing with a professional college under the Health Professions Act is preferred, and a valid driver's license with access to a vehicle is required.

Knowledge, Skills and Abilities

Mental Health and Related Services Knowledge: Strong understanding of children's mental health service delivery, with additional insight into areas such as child intervention, addictions, family and group therapy considered an asset.

Leadership and Change Management: Demonstrated leadership ability with experience in change management, program development, and evaluation. Able to lead initiatives and teams through transition while maintaining service excellence.

Interpersonal and Communication Skills: Proven ability to establish and manage effective interpersonal relationships, with strong communication, consensus-building, and collaboration skills across multidisciplinary teams.

Knowledge Translation and Program Design: Enhanced skills in translating knowledge into practice, with the ability to design and evaluate effective programs and support evidence-informed improvements.

Analytical Thinking and Problem Solving: Skilled in identifying underlying drivers of issues, developing practical solutions, and applying sound analytical and problem-solving approaches to complex challenges.

Autonomy and Prioritization: Capable of working independently with minimal supervision, demonstrating sound judgment in prioritizing work and responding to emerging needs.

Adaptability and Flexibility: Able to adapt to new or unexpected situations and respond with flexibility, maintaining effective interpersonal interactions under varying circumstances.

Organizational Learning and Development: Understands knowledge processes and contributes to organizational learning, continuous improvement, and the advancement of interprofessional practice.

Commitment to Interdisciplinary Collaboration: Appreciates and supports interdisciplinary approaches to care, contributing to integrated service delivery in mental health contexts.

Quality and Evidence-Based Practice: Committed to quality improvement and the use of evidence-based decision-making. Skilled in monitoring clinical practice against relevant standards, policies, and legislation.

Technical Proficiency: Advanced computer skills, particularly in Microsoft Office applications including Word, Excel, PowerPoint, and Visio, with the ability to apply these tools to formal documentation and planning.

Compensation

A competitive compensation package, including an attractive base salary and excellent benefits, will be provided. Further details will be discussed in a personal interview.

Express Your Enthusiasm

Leaders International values diversity, equity, and inclusion in all aspects of our operations. Candidates are invited to contact us directly with any accommodation requests.

To apply, please email a cover letter and resume (in PDF or Word format, preferably as a single document) to Ardyce Kouri or Olesia Linkevych at apply@leadersinternational.com, including the job title in the subject line.

[Leaders International Executive Search](#)