



OPPORTUNITY PROFILE

Program Manager, CASA Classrooms

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 18 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, Clinical CASA Classrooms, the Program Manager provides oversight, leadership, and management to the program. The Program Manager practices according to the code of ethics and practice standards of their specific discipline and supports the scopes of practice and codes of ethics of other disciplines represented on their team. The Program Manager operates within a collaborative leadership model, providing operational direction and service delivery leadership. This includes performance management, staff mentorship, budget management, staff education and training, evaluation, and quality improvement. The Program Manager provides oversight of both educational and clinical evidence-informed, best practice models within clinical programming and practice within a school environment, ensuring the program remains consistent with CASA policies, procedures, and strategic and operational plans. The Program Manager will liaise with community organizations to strengthen partnerships and develop mutually beneficial goals.

Location: The role serves communities running East-West in Central Alberta including; Lloydminster; Camrose; Wetaskiwin; Lacombe; Edson; Hinton and Jasper. The candidate can live anywhere but will be expected to visit these communities and schools on a regular basis.

Key Roles and Responsibilities

Program Leadership and Oversight

- Oversight of a collaborative leadership model, providing leadership and direction to both the Program Education Lead and Program Supervisor, to support the development and implementation of high-functioning clinical and educational teams within a school environment.
- Facilitate team outcomes through shared decision making and collaborative problem solving, enhancing the capacity of Classrooms teams.
- Provide leadership communication by attending Clinical Operations and Operational Leadership meetings, ensuring key updates are shared for team clarity
- Provide strategic operational direction and provision of evidence-informed practice within the classroom's treatment milieu, inclusive of assessment, treatment planning, and educational outcomes.
- Assess and monitor standards of care and the adherence to CASA clinical policies and procedures, and relevant legislation and Acts.
- Ensure staff adhere to CASA policy and practice regarding admission, discharge data collection and clinical documentation.
- Maintain collaborative relationships across CASA programs, attending relevant leadership and clinical meetings and events.
- Leads team meetings, ensuring alignment with CASA priorities and Classrooms provincial updates.

- Promote a work environment of safety and care for staff and patients.
- Ensure high-quality record management through our electronic medical record (EMR).
- Ensure workload distribution in the context of program needs and staff skill set.

Financial and budget management

- Effectively allocate personnel and operations budgets, including travel and transportation allocations
- Monitor budget variances, identify causes, and implement corrective actions
- Approve program expenses per CASA policy, participate in financial reporting as required

Internal and External Engagement

- Participate in Clinical Operations Committee and Program Leadership meetings.
- Model, develop and promote effective collaborative communication within and between teams to promote a safe, respectful and trusting workplace culture.
- Participate in external meetings representing CASA, initiating routine engagement with school partners.
- Participate in leadership meetings with school divisions, meet regularly with the principal and relevant school leaders to address any ongoing challenges, discuss process changes, program scheduling, and maintain a positive partnership.
- Organize and participate in external community meetings and public engagements representing CASA, including presentations at events/meetings, attending exhibits and speaking with the community at large.
- Collaborate with external partners for effective service delivery and actively pursue future expansion opportunities.

Human Resources Leadership and Oversight

- Promote a culture of growth and development of Classroom staff, providing leadership, guidance and support to program, clinical, and educational staff
- Initiate and lead recruitment cycle, including interviewing and hiring, and supporting onboarding, offboarding and termination
- Ensure the orientation process of all new program staff is completed in collaboration with interdependencies and the Classrooms leadership team
- Review performance objectives and conduct annual performance reviews to monitor achievement in collaboration with the Program Supervisor and the Educational Lead
- Provide oversight of performance management concerns in accordance with organizational policies and procedures

- Monitor workload allocation, inclusive of program needs and staff skill set, management of contract staff as required for assessments and rehab services
- Support coaching, mentoring, training and clinical supervision for program staff
- Oversight and supervision of role competency and duties for the Program Supervisor and Program Education Lead
- Accurately interpret collective agreements and contribute to activities related to the grievance/arbitration process in partnership with the Human Resources department
- Stay current with Dayforce applications and approve time sheets, vacation, and time away, ensuring effective coverage to manage patient care across multiple teams
- In collaboration with the classroom leadership team, facilitate the development and maintenance of a provincial training framework for program staff, ensuring professional development and training align with the program expectations/goals
- Collaborate with OHPS and TCI Educator, as well as school divisions, to ensure crisis intervention training is provided and aligned with CASA standards
- Lead the planning and implementation of training opportunities at the program level, and collaborate with the Clinical Education department for initiatives that may extend to the entire organization
- In collaboration with the Classrooms program leadership team, develop and update clinical program descriptions and documents. Develop and update relevant clinical procedures to ensure alignment with CASA Policy, clinical evidence, standards of care and relevant legislation and Acts.
- Facilitate awareness of partnering School division policies and procedures and ensure they are implemented and adhered to in multiple school environments

Program Planning and Development

- Actively create and support alignment between CASA's strategic goals, program goals, and processes
- Lead and participate in the annual operation planning cycle, program vision setting, leading team operational plan development, updates of materials and delivery for the program area
- Work collaboratively within the Classrooms Provincial Leadership Team to support the ongoing development and maintenance of the competency framework and program manual
- Collaborate with CASA Classrooms Leadership Team to identify service delivery improvements and enhancements through the lens of evidence-informed practice and CASA strategic and operational plans.
- Participate in provincial planning and Classrooms operational working groups

Evaluation and Quality Improvement

- Participate in provincial evaluation framework development for CASA Classrooms
- Collaborate with Business, Intelligence, and Evaluation (BI&E), Director, and relevant interdependencies to determine program data collection, measures and outcomes.
- Routinely reviews and interprets data, trends, and shares findings with the team, utilizing data for local planning and improvements.
- Significantly contribute to and facilitate the monthly collection of accurate data to enhance evaluation outcomes
- Addressing and measuring actions, including knowledge transfer
- Collaborate with CASA BI&E to routinely review and plan improvements to enhance program quality

Patient Safety and Accreditation

- Ensure patient safety event reporting and immediate risk mitigation in collaboration with Program Supervisor, Education Lead, Occupational Health and Patient Safety, and school partners
- Oversee reporting, support response, and lead family communications in high-risk/critical incidents
- Lead safety event analysis, trend analysis, and solution generation in collaboration with Program Supervisor and Educational Lead
- Review quarterly patient safety reports for program-specific trends
- Monitor for documentation and privacy policy adherence, including SIMS
- Model and encourage effective communication within and between CASA and School Division teams to promote a safe, respectful and trusting workplace culture
- Participate in Accreditation working groups as assigned by the Director, Clinical CASA Classrooms

The Person

Education and Experience

The ideal candidate will hold a master's in a relevant health discipline, such as psychology, social work, occupational therapy, or nursing, from an accredited institution and maintain registration under Alberta's Health Professions Act (or equivalent national registration where applicable). A doctorate is considered an asset. They will bring relevant clinical practice experience in child and family mental health and/or youth addictions, along with a minimum of two years of clinical leadership experience in a mental health setting.

Knowledge, Skills and Abilities

Clinical Practice Leadership: Demonstrates a strong commitment to excellence in clinical practice, with the ability to monitor, supervise, and educate staff on clinical standards, legislation, and regulatory requirements to ensure high-quality service delivery.

Understanding of Education Systems: Brings a solid understanding of the Alberta Education system and the integration of social emotional learning (SEL) within educational settings, ensuring alignment between mental health services and school curricula.

Clinical Supervision and Mentorship: Offers experience in clinical supervision of staff, with student supervision considered an asset. Fosters professional growth through effective mentorship and guidance.

Program Design, Quality Improvement, and Organizational Learning: Committed to continuous quality improvement, applying advanced skills in program design, evaluation, and the promotion of organizational learning and development to enhance service delivery and outcomes.

Analytical Thinking, Adaptability, and Problem Solving: Applies strong analytical skills and sound judgment to identify barriers, facilitate solutions, and adapt effectively to new or unexpected situations, balancing autonomy with collaborative teamwork.

Interdisciplinary Collaboration and Evidence-Based Practice: Works effectively within interdisciplinary teams, applying evidence-based decision making and promoting interprofessional collaboration to ensure coordinated, high-quality mental health services.

Collaborative Leadership and Relationship Building: Demonstrates leadership through respectful communication, consensus building, and the ability to develop strong working relationships with internal teams and external partners, fostering a culture of trust and cooperation.

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](#)