



# Unit Manager

**Employment title:** Unit Manager  
**Service:** Clinical  
**Class:** 7

**Last update:** March 2016  
**Immediate supervisor:** Facility Director  
**Hours per week:** 37.5 hours

## **JOB SUMMARY**

Under the authority of the Facility Director, the Unit Manager administers and manages all the clinical activities of the program under its responsibility and ensures daily, the safety and well-being of all residents and employees under its responsibility.

## **DESCRIPTION OF RESPONSIBILITIES AND TASKS**

As part of his duties, the Unit Manager:

- Ensures compliance with all applicable policies and procedures within the organization and always puts at the forefront the quality of care, safety and wellbeing of users, and this, in all the tasks they perform, the actions they pose and in documents they write;
- Ensures to be vigilant with regards to the safety of staff and users of Portage and to promptly report, to the Facility Director, any dangerous situations and to report in the shortest possible time, any accident or incident involving one or more users ;
- Makes sure they always put at the forefront the safety and well-being of residents and employees under their responsibility, in all the tasks they perform, the actions they pose and in decisions they take;
- Ensures that all tasks performed by the employees, trainees, volunteers, contractors and others under his responsibility are channelled towards the welfare and safety of residents and their families;
- Analyses, evaluates and improves, with his work team and with residents and their families, the quality of services and care in the programs under their responsibility and ensures that the quality of care is adequate and consistent with the policies and procedures within the organization.

## **Clinical**

- Reads daily logs, ensures the execution of the actions written and implements actions if necessary;
- Plans and participates in meetings concerning residents and gives his approval for their departures from the center;
- Supervises the entries and exits of the residents;
- Assists regularly to daily activities animated by the counsellors under their supervision in order to be able to evaluate the quality of the group meetings;
- Plans, builds and animates group or team clinical supervisions;
- Maintains close relationships and perform interventions with different significant internal and external stakeholders such as family, social worker, doctor and nurse involved in the resident file;
- Plans, participates and supervises the urgent needs during crises situations;
- Plans, participates and maintains the activities related to the Residents Committee of Portage;
- Plans, participates, develops and builds new clinical activities.

### **Administration**

- Ensures that all files related to a resident are kept in accordance with Portage's policies and procedures;
- Performs daily inspection of the site;
- Plans the schedule and work of counsellors according to the operational needs;
- Supervises the employees on a continuous basis : performs group and individual meetings with the employees under his supervision, documents the employee files;
- Drafts the supervision reports and complete the yearly contribution evaluation;
- Oversees, supports and supervises the interns and the volunteers under his responsibility;
- Acts as a "mentor" to employees under his responsibility and provides support and training when necessary;
- In collaboration with the Facility Director, the Unit Manager determines and enforces discipline among residents and employees;
- Assists the Director in the execution of its mandates;
- Performs any other related tasks.

### **EDUCATION/EXPERIENCE**

- Hold a certificate in addiction or any other relevant degree;
- Minimum of 5 years of relevant experience in a similar role or as a Unit Manager for rehabilitation center services (have the experience, knowledge and professional skills essential to the administration of a program);
- Fluent in French and English (spoken and written);
- Good knowledge of laws and standards for rehabilitation centers;
- Proven ability to work in teams;
- Autonomy and organizational skills;
- Experience in crisis management and problem solving.

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