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#BeTheReason

- **Job ID #31329: Supervisor, Clinics - Child & Adolescent Services**
- **Union:** Non-Union
- **Job Description ID #:** A11965
- **Close date:** Interested applicants please submit your application online at www.hamilton.ca/city-council/jobs-city by 4:00 p.m. on **November 26, 2025**.
- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

SUMMARY OF DUTIES

Reporting to the Manager, Child & Adolescent Services, the Supervisor, Clinics – Child & Adolescent Services is responsible for functional and administrative supervision of staff and the coordination and service delivery of outpatient mental health treatment services. Responsibility includes recruitment, supervision and evaluation of staff and participating in division manager after-hours on-call coverage where deemed necessary and appropriate.

GENERAL DUTIES

Provides day-to-day supervision of program staff to ensure efficient and effective service to internal and external stakeholders, including responsibility for evening clinic hours.

Provides direction, leadership and coordination of teamwork; motivate and encourage staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation, and quality of service; applying all applicable regulations, standards, policies and in accordance with Corporate Vision, Mission and Values.

Responsible for the performance management of staff including motivation, supervision, interviewing, hiring, orientation, training, scheduling, progressive discipline, coaching, performance evaluations, attendance management and appropriate handling of confidential matters.

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback and by providing development opportunities.

Ensures clinical practice according to the standards as set out in regulatory bodies of those representing clinicians such as the Ontario College of Social Service and Social Workers, College of Occupational Therapists of Ontario, College of Registered Psychotherapists of Ontario, etc.

Monitors the operations within responsible program areas to ensure safety; service quality; and cost-effective and timely delivery of services, while adhering to the Ministry of Health and Public Health Services Guidelines and Protocols.

Monitors inventory relevant to clinical service operations and works with the Manager, Child and Adolescent Services to support procurement, appropriate ordering, and cost-consciousness.

Provides guidance to staff for required Policies and Procedures and associated medical directives and best practice guidelines. Contributes to development and ongoing maintenance of these documents as they relate to the responsible program areas.

Provides support to the Manager, Child and Adolescent Services to identify emerging program and service trends for operational planning purposes.

Provides input to the Manager, Child and Adolescent Services for the purposes of budget planning.

Receives and resolves escalated complaints, and responds to inquiries from client families, general public, service providers. Other stakeholders.

Participates in public health emergency situations and outbreaks as required.

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

Maintains current knowledge regarding child and youth mental health, evidence informed clinical practice and other related clinical activities and health trends.

Participates in ongoing professional development.

Assesses and interprets legislative changes and recommend and implement new and/or updated work methods. Prepare and implement new policies/procedures and update existing policies/procedures as required.

Develops and implements ongoing training to ensure staff maintains up to date knowledge of amendments to existing legislation and divisional policies and procedures, and clinical practices.

Assists in developing program goals, workplans and objectives by participating in strategic and operational planning sessions. Considers alignment with provincial mandate, City of Hamilton and Public Health Services strategic directions and priorities.

Prepares reports and presentations on activities and results relating to the Program, includes metric development, dashboards and analysis.

Ensures operational expenditures are within approved budget; makes recommendations in terms of capital and operating budget requirements.

Participate in evidence-informed decision-making and promote the utilization of appropriate evidence in decision-making.

Ensures that employees are provided with and use the appropriate equipment, materials and/or procedures required to perform the assigned duties.

Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures.

Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned, which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Master's degree in Social Work from a recognized university with current certificate of registration with the Ontario College of Social Workers and Social Service Workers, or a Master's degree in related professional body e.g. CPRO, AAMFT.
2. Previous progressive experience in a Public Health field is preferred, including thorough knowledge of evidence informed best practice interventions in the area of Child and Youth mental health.
3. Demonstrated knowledge and skill, acquired through progressively responsible clinical practice application in public health and clinical social work and/or mental health practice including working knowledge of applicable Child, Youth and Family Services Act, Public Health, Ontario Public Health Standards and relevant protocols, policies and standards.
4. Excellent communication (both verbal and written), facilitation, public relation, presentation and conflict resolution skills.

5. Ability to manage, prioritize and balance a number of projects simultaneously and to meet deadlines.
6. Health promotion and community development experience is preferred.
7. Continuous quality improvement processes, quality assurance experience is preferred.
8. Demonstrated knowledge and experience working with local community resources related to Child and Youth mental health support services.
9. Experience with management of client records, privacy and personal health information.
10. Previous extensive supervisory experience overseeing a unionized workforce. Demonstrated ability to motivate staff and foster co-operative and harmonious team environment.
11. Demonstrated record of strong leadership and guidance, customer focus, team advocacy, staff delegation, empowerment and staff development, and is result oriented,
12. Strong organization and time management skills.
13. General understanding of Labour Relations with respect to the Progressive Discipline Process.
14. Demonstrated ability to provide leadership in a multi-union environment.
15. Working knowledge of computer software applications (Microsoft Office, Word, Excel, Access and Power Point).
16. Demonstrated knowledge of the Child, Youth and Family Services Act, Health and Safety Act and applicable regulations as it relates to the position.
17. Working knowledge and understanding of applicable Collective Agreement(s).
18. Must have a valid Class 'G' driver's licence valid in the Province of Ontario and be able to maintain same.
19. Provision of a car by individual for use on the job.
20. Must be flexible in work schedules and available to work evenings or weekends as needed.

NOTE: The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure.

NOTE: This is an office-based position.

Disclaimer:

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

Terms:

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

Location - Hamilton, Ontario

Department - Healthy & Safe Communities

Employment Type - Permanent, Full-Time

Compensation - \$102,265.80 - \$127,833.16