

# Requisition Details

BAND 3 - Director, Clinical Services - (61031)

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## Job Details

Job Title  
Director Clinical Services

Position #  
00116181

Union  
N/A (N/A)

## Position Details

### Posted

CRM Number \*  
190516-000726

Position # \*  
00116181

Posting Title \*  
BAND 3 - Director, Clinical Services

Position Classification \*  
Band 3

Position Status \*  
Approved

Salary Plan \*  
MGT

Dual Classification \*  
No

Full/Part Time \*  
Full Time

Job Type \*  
Regular Full Time

Temporary End Date

Location \*

City	Zip/Postal Code	Province / State	Country	Primary
Victoria	V9B6X2	BC	CA	Primary

Salary Range \*  
\$76,200.06 - \$105,700.02 annually

Close Date  
6/26/2019

Hiring Manager \*  
Bode, Jennifer (Manager, Workforce Planning - Attorney General)

Ministry/Organization \*  
BC Public Service / Attorney General

Ministry Branch / Division \*  
Gaming Policy and Enforcement Branch

Job Summary \*  
**Director, Clinical Services**  
**Management Band 3**

An eligibility list may be established.

This position is excluded from union membership.

**Combine your client service, stakeholder engagement and strategic planning skills in this challenging role**

The Gaming Policy and Enforcement Branch provide policy, standards, regulatory, audit, and enforcement oversight of all gaming sectors to ensure the integrity of public gaming in the province. This includes

regulatory oversight of the BC Lottery Corporation (which conducts and manages lotteries, casinos, and commercial bingo halls), BC's horse racing industry and licensed gaming events. The Branch is responsible for the provincial Responsible Gambling Strategy, including the Responsible & Problem Gambling (RPG) Program, a \$6 Million program with 85 clinical counsellors that provide services directly to citizens.

The Director, Clinical Services of the Responsible Problem Gambling (RPG) Program is responsible for strategic initiatives related to the province-wide Responsible Gambling Strategy. They lead the development and delivery of counselling and harm reduction services, information and referral, risk management, research, and information management related to clinical program deliverables.

The Director leads the development of program standards, performance measures, accountability requirements and leads the evaluation of service effectiveness. They are accountable for program budgets, human resources, business processes and systems development.

The Director facilitates effective partnerships with other provinces, government Ministries and Crown agencies, service providers, the gaming industry, community organizations and industry organizations.

The capital of British Columbia, Victoria is a beautiful city, with beautiful beaches and harbours, and a variety of provincial parks to explore. Located on Vancouver Island, Victoria offers a bustling downtown scene and has a wide range of restaurants and entertainment venues to choose from.

With over 200 different occupations available in 280 communities across the province, we offer exciting opportunities for your career. Come be a part of the BC Public Service, a Top 100 Employer that embraces diversity, health and career growth. For more information, please see [What We Offer](#).

The BC Public Service is committed to creating a diverse workplace to represent the population we serve and to better meet the needs of our citizens. Consider joining our team and being part of an innovative, inclusive and rewarding workplace.

For complete details about this opportunity, including accountabilities, please refer to the attached job profile. For specific position related enquiries, please contact [David.Horricks@gov.bc.ca](mailto:David.Horricks@gov.bc.ca). **DO NOT SEND YOUR APPLICATION TO THIS EMAIL ADDRESS.** For more information about how to create or update your profile and how to submit your application, please refer to the [Job Application](#) page on the MyHR website. If you are still experiencing technical difficulty applying for a competition, please send an e-mail to [BCPSA.Hiring.Centre@gov.bc.ca](mailto:BCPSA.Hiring.Centre@gov.bc.ca) *before the stated closing time*, and we will respond as soon as possible to assist you.

**NOTE:** Applications will be accepted until 11:00 pm Pacific Time on the closing date of the competition.

**Job Requirements:**

**In order to be considered for this position, your application must clearly demonstrate how you meet the education and experience as outlined below:**

- Master's degree in Social Work, Psychology or related education and a minimum of 5 years progressively more responsible experience in clinical program planning and delivery of addiction treatment especially for problem gambling clients
- Experience facilitating issues resolution in a highly sensitive milieu
- Experience setting priorities and making decisions between high profile and competing needs
- Experience working with a diverse constituency

- Experience leading and supervising staff and contracted providers
- Experience with addiction issues, services, and trends, including best practices related to clinical counselling and harm reduction
- Experience with leading the development and implementation of service evaluations, performance measures, and accountability frameworks
- Experience leading the development of program outcome measurement tools that assist in evaluating province wide services and provide qualitative and quantitative outcome program reports

**Preference may be given to candidates with the following experience:**

- Applying Feedback Informed Treatment tools (FIT) in the evaluations of service delivery

**Applicants selected to move forward in the hiring process may be assessed on the Knowledge, Skills, Abilities and Competencies as outlined in the attached Job Profile located in the Additional Information section at the bottom of the posting.**

Enhanced Security Screening will be required.

**APPLICATION REQUIREMENTS:**

**Cover letter required: NO** - Please do not submit a cover letter as it will not be reviewed.

**Resume required: YES** - A resume is required as part of your application, however, it may not be used for initial shortlisting purposes.

**Questionnaire: YES (COMPREHENSIVE)** - As part of the application process, you will be prompted to complete a comprehensive online questionnaire to demonstrate how you meet the job requirements. Please allot approximately 60 minutes to complete the questionnaire.

**IMPORTANT:** Comprehensive questionnaire responses will be used to shortlist applicants against the job requirements. Please ensure you include all relevant information about your educational accomplishments and employment history including job titles, start and end dates (month and year) of your employment, and your accountabilities and accomplishments

Job Category \*  
Leadership and Management

Recruiter \*  
Radford, Arlene (Recruiter - BC Public Service Agency)

Security Screening Required \*  
Unknown

Security Screening Type \*  
None

NOC Code \*  
0414

Eligibility List Created

Successful Applicant(s) Name and Base Classification

Security Screening Required  
Unknown

Security Screening Type  
None

## Screening Questionnaire

Internal  
61031 - BAND 3 - Director, Clinical Services

External  
61031 - BAND 3 - Director, Clinical Services

## Screening Questionnaire Messages

### Internal

Screen-in Message

Screen-out Message

### External

Screen-in Message

Screen-out Message

## Posting Options & Status

Status  
Posting Closed

## Approvers

*There is no data to display.*

## Attachments

Attachments  
Job Profile - BAND 3 - Director, Clinical Services - 61031

**TITLE: DIRECTOR, CLINICAL SERVICES**

**CLASSIFICATION: BAND 3**

**REPORTS TO: EXECUTIVE DIRECTOR, COMMUNITY SUPPORTS DIVISION**

## **JOB OVERVIEW**

*The Gaming Policy and Enforcement Branch provide policy, standards, regulatory, audit, and enforcement oversight of all gaming sectors to ensure the integrity of public gaming in the province. This includes regulatory oversight of the BC Lottery Corporation (which conducts and manages lotteries, casinos, and commercial bingo halls), BC's horse racing industry and licensed gaming events. The Branch is responsible for the provincial Responsible Gambling Strategy, including the Responsible & Problem Gambling (RPG) Program, a \$6 Million program with 85 clinical counsellors that provide services directly to citizens.*

*The Director, Clinical Services of the Responsible Problem Gambling (RPG) Program is responsible for strategic initiatives related to the province-wide Responsible Gambling Strategy. They lead the development and delivery of counselling and harm reduction services, information and referral, risk management, research, and information management related to clinical program deliverables.*

*The Director leads the development of program standards, performance measures, accountability requirements and leads the evaluation of service effectiveness. They are accountable for program budgets, human resources, business processes and systems development.*

*The Director facilitates effective partnerships with other provinces, government Ministries and Crown agencies, service providers, the gaming industry, community organizations and industry organizations.*

## **ACCOUNTABILITIES**

**Required:**

- Provides leadership, direction and training to the RPG Program, staff and contracted service providers. The Director is accountable for budget preparation and managing all aspects of human resources, including performance measures and evaluation.
- Leads and manages the development of new or modified policies, programs or services. Leads the analysis of policies and practices from other provincial national and international jurisdictions and recommends the integration of findings into Program plans and projects.
- Leads the development and implementation of service evaluations, performance measures, and accountability frameworks. Provides leadership for the development of program outcome measurement tools to assist in evaluating province wide services and providing qualitative and quantitative outcome program reports.

**Career Group:**

Administrative Services

**Job Family:**

Program Admin & Mgt.

**Job Stream:**

**Role:**

Senior Management

**Revised Date:**

November 2011

- Responsible for establishing and managing the complaints process related to the provision of clinical counselling services.
- Provides professional advice and consultation to the Branch, the Ministry of Finance and service providers on responsible and problem gambling issues.
- Acts as lead spokesperson on issues related to responsible and problem gambling.
- Manages the production of the Clinical Program's Annual Report and related statistical data.
- Participates in national and international forums and conferences as subject matter expert and explores opportunities for interprovincial and international collaboration on best practices.
- Monitors BC Lottery Corporation and gaming services providers to ensure the Province's responsible gambling and advertising standards are being met, as required under the Gaming Control Act.
- Leads the development of B.C.'s responsible/problem gambling research agenda and oversees the performance of ongoing research projects.
- Oversees service contracts using the RFP/RFQ process, evaluating, scoring and awarding contracts, determining contract specifications, monitoring contract deliverables, withholding payments pending successful work completion and/or terminating contracts as required.
- Oversees the management of the Program's database, including monitoring various reports pertaining to utilization, program outcomes, and financial accountability.

## **JOB REQUIREMENTS**

### **Education & Experience**

- Master's degree in Social Work, Psychology or related education and a minimum of 5 years progressively more responsible experience in clinical program planning and delivery of addiction treatment especially for problem gambling clients
- Experience facilitating issues resolution in a highly sensitive milieu
- Experience setting priorities and making decisions between high profile and competing needs
- Experience working with a diverse constituency
- Experience leading and supervising staff and contracted providers
- Experience with addiction issues, services, and trends, including best practices related to clinical counselling and harm reduction
- Experience with leading the development and implementation of service evaluations, performance measures, and accountability frameworks
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### **Preference may be given to candidates with the following experience:**

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### **Knowledge, Skills & Abilities**

- Knowledge of research, information management and research assessment.
- Knowledge of related programs and services for problem gamblers.



- Ability to manage programs effectively by identifying changing priorities, anticipating needs and operational implications, developing effective operational plans, managing contracts, budgeting, implementing, monitoring and evaluating results within general guidelines.
- Ability to see beyond the status quo, envision intended future outcomes, how the outcomes will be accomplished, and how success will be measured and evaluated.
- Ability to establish and maintain effective working relationships with diverse constituency including senior members of government and other officials and staff to influence outcomes, attain program objectives, and contribute to a variety of plans and initiatives.
- Ability to exercise a high level of professional judgment and diplomacy, and to exercise influence to ensure achievement of organizational objectives and meet requirements for public accountability.
- Ability to develop and maintain the trust and respect of others.
- Ability to analyze issues and provide advice and recommendations to branch executive.
- Ability to communicate concepts, judgements, and recommendations clearly and concisely, both orally and in writing; including proficiency in media relations as requested on behalf of the Province. Ability to provide leadership and support to staff and contracted services providers by setting goals and standards, evaluating performance, and providing feedback where applicable.
- Ability to reference, interpret and apply legislation and regulations to determine an appropriate course of action.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or *Criminal Records Review Act* (CRRRA) check, and/or enhanced security screening checks as required by the mini

## BEHAVIOURAL COMPETENCIES

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The “team” here should be understood broadly as any group with which the person interacts regularly.
- **Strategic Orientation** is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Developing Others** involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring.
- **Empowerment** is the ability to share responsibility with individuals and groups so they have a deep sense of commitment and ownership. People, who practice empowerment foster teamwork among employees, across government and with colleagues, and, as appropriate, facilitate the effective use of teams.
- **Collaboration** is the desire to work co-operatively with all stakeholders to meet mutual goals. It involves awareness that a relationship based on trust is the foundation for success in delivering results.
- **Change Leadership** involves creating a new vision for the organization and taking the required actions to ensure that the members for the organization accept and support the vision.
- **Integrity** refers to actions that are consistent with what one says are important. People with integrity “walk the talk” by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.