



CHARLES J. ANDREW HEALING CENTRE

Position Description

Job Title: Program Coordinator

Reports to: Director of Programs

Job Classification:

Salary Range: \$0.00

Position Backup: Family Care Coach

POLICY ADHERENCE

This position is responsible to contribute to and follow policies:

- CJAHC Program Policy Manual
- CJAHC Personnel Policies

POSITION SUMMARY

Program Coordinator is primarily responsible for leading the clinical residential care program, client advocacy, case management services, and the oversight of aftercare planning. Program Coordinator provides support for program modification and reporting. This position also provides administrative and leadership support to staff under direct supervision. The primary goal of this position is to provide family-centered residential healing services throughout each block treatment program. The Program Coordinator ensures that services are responsive to the needs of families and are focused on harm reduction and prevention approaches of substance use and concurrent disorders.

DUTIES AND RESPONSIBILITIES

Under the supervision of the Director of Programs and as part of the various workgroups and teams, the Program Coordinator performs the following services within the framework of the Charles J. Andrew Healing Centre's (CJAHC) core policies, functions and for the provision of essential services to families:

Leadership and Human Resources

- Provides overall guidance, direction, support and mentors staff under direct supervision; including staff scheduling, regular communication and, general direction and guidance
- Provides evaluation and feedback to staff under direct supervision on their performance through CJAHC's competency-based performance evaluation process and reports to the Director of Programs
- Recommend and/or approve team members requests for leave in accordance with CJAHC policy and provide leave balances to the team as required
- Guide staff in understanding case management tasks; innovating solutions and ensuring compliance with CJAHC's case management/client journey protocols
- Lead morning huddles and participates in various working groups
- Provides feedback and maintenance of job descriptions, completes performance evaluations of direct staff and assists with development of professional learning plans
- Provides bi-weekly after hours on-call clinical supervision and maintenance of an on-call subject and time log
- Provides flexible frontline program support to ensure continuity of services and seamless program delivery
- Responsible for the orientation of newly hired frontline staff under direct supervision
- Assist with frontline and program responsibilities to maintain service continuity during staffing gaps

Clinical Services

- Collaborate in developing and implementing the delivery of services to families with substance use and concurrent disorders while maintaining supportive family relations

Program Coordinator

August 13, 2026

- Participate in planning and conducting research on current trends in all aspects of the prevention and treatment of substance use and concurrent disorders
- Support CJAHC staff on clinical intervention strategies and treatment planning as necessary to ensure excellent clinical service delivery standards are maintained
- Make recommendations on extracurricular activities that are of interest to the families and that will enhance their life skills
- Ensure the completion of midway check-ins and end of program family satisfaction surveys
- Lead bi-weekly case management meeting and review families progress for all programs
- Oversees medication management practices as aligned to CJAHC medication policies and forms and conducts routine medication file audits
- Regularly performs an audit of client files for accuracy and accountability
- Strong crisis intervention and de-escalation skills with the ability to maintain composure under pressure using a strength-based approach and an addictions complexity lens
- Review written incident reports and provide debrief with the team within 24 hours, reporting outcomes to the Executive Director
- Provide family visitation supervision as needed

Supporting Family Success

- Participate in the welcome ceremony and orientation of families upon arrival
- Encourage life skills development (e.g., timelines for breakfast, wake up in the morning, good hygiene, and courteous behavior) and provide feedback and encouragement on family successes
- Establish an ongoing supportive and trusting relationships with families through regular contact to support healthy behaviors and attitudes
- Primary advocate for family needs such as advocating for proper medical and dental care, housing, education and legal support as required
- Seek necessary funding and service supports including Jordan's principle and various assessments
- Coordinate transportation and appointments for off-site services for families as required
- Report to supervisor on assessment/evaluation of care and planning progress to ensure a high quality of care is being given
- Develop a schedule and support treatment coaching based on families' needs for individual, group, or family therapy
- Lead the discharge process of graduating and exiting families
- Lead for the graduation preparation and ceremony including sending invites, agenda, special guest and other logistics
- Cofacilitate Family Graduation Ceremony
- Oversee the development of aftercare plans

Care & Safety

- Manage minor first aid and contact emergency services as needed
- Ensure environmental and building safety and cleanliness
- Create and ensure inventory of bedroom supplies for program readiness for both the centre and land-based camps (i.e., sign in and out sheets, prepare bedrooms) and replenish end of program standard supply list such as non-prescription medication, program and hygiene supplies

Community Relations & Referral Services

- Connects and builds relationships with families and Indigenous communities, referral agencies/organizations and other interested parties
- Partners and participates with community groups that are part of the circle of care

Database Management Services

- Contribute and participate in monthly database user group meetings
- Oversee daily and weekly progress notes and participation of families
- Oversee database for input and review of necessary documentation

Program Coordinator

August 13, 2026

Accreditation Compliance Management

- Raises awareness and the importance of accreditation standards and supports teams as needed
- Reviews department policies and procedures relating to accreditation and ensure compliance within operational needs of the Centre
- Research emerging trends, industry standards, and legislation that will impact accreditation standards and compliance with CJAHC and work with management to create awareness of anticipated changes
- Participates in networking meetings, conferences, education sessions
- Participate in YSAC monthly accreditation meetings

Administrative Services

- Attend and participate in all relevant training, team and staff meetings (huddles) as required
- Complete all paperwork as needed such as bi-weekly time sheets and leave requests
- Complete documentation of incident reports, medical reports, and case notes as required
- Complete monthly report

Professional Development

- Maintains and records necessary certifications and mandatory training requirements in a learning portfolio and submits at annual performance review
- Seeks opportunities and attends training for professional growth and competency building

Perform other related job duties as assigned

QUALIFICATIONS

Education and Experience

- Bachelor's Degree in the field of Social Work, Psychology, Education, or Human Services
Or
- Certificate or Diploma in the field of Social Work, Psychology, Education, or Human Services AND Addictions Counselor Certification and one (1) year direct work experience

Other Requirements:

- Ability to work under pressure and in crisis situations
- Must be very organized and able to multi-task while maintaining efficiency and accuracy
- Can function in a computerized environment including a working knowledge of Microsoft Office programs such as Word, Excel and PowerPoint
- Exhibits strong attention to detail
- Ability to function independently and as part of a team, to be flexible and to adapt to change
- High level of professionalism and able to maintain confidentiality at all times
- Excellent verbal and written communication skills, with the ability to convey information clearly and professionally to diverse groups
- Subject to call back and overtime as required
- Must maintain a healthy lifestyle recognizing they are viewed as a role model in the Community
- Fluency in an Indigenous language is an asset
- Valid Provincial Class 4 Driver's License and Driving Record Abstract
- Knowledge of Indigenous traditions and customs including natural healing is an asset

The Charles J. Andrew Healing Centre is accredited by the *Canadian Accreditation Council (CAC)* and as a condition of employment, the incumbent is required to participate fully.

All employees of the Charles J. Andrew Healing Centre must adhere to a strict confidentiality policy and will be required to sign an *Oath of Confidentiality* and observes the *Code of Ethics* Policy.

Reports to: Director of Programs

Program Coordinator (*Print Name*)

Supervisor (*Print Name*)

Program Coordinator (*Signature*)

Supervisor (*Signature*)

Date

Date

Program Coordinator
August 13, 2026

CORE COMPETENCIES

Leadership: Ability to motivate and direct the clinical team toward the same goals and objective while providing information, knowledge and methods on clinical care for youth; consistently encourages advancement in clinical methods and staff development in order to improve the programming

- Team Building – inspires and fosters team commitment, spirit, pride, and trust while facilitating cooperation and team motivation that accomplish group goals
- Standards of Care – understands and is able to develop systems and measures to ensure adherence to high standards of clinical youth care
- Change – embraces changes and creates an environment that fosters innovative approaches to improvements in the workplace
- Motivation – has the ability to motivate and inspire the clinical team and clients that lead to outcome achievement and productivity gains
- Technical – demonstrates an understanding and appropriate application of principles, procedures, requirements, regulations, and policies related to clinical treatment
- Communication – demonstrates a high commitment to providing clear and concise information and feedback to others

Supervisory: Is able to provide oversight and direction to the clinical team by identifying and understanding issues, problems, and opportunities; can compare data from different sources to draw conclusions and uses effective approaches that facilitates others and develops appropriate solutions with a focus on outcomes and performance

- Problem Solving – able to anticipate problems and oversee its solution by weighing alternatives; consulting others and; arriving at a reasonable decision
- Communication – Demonstrates the ability to write and speak effectively, using conventions proper to the situation and demonstrates a commitment to listening to staff, clients and supervisor
- Performance – works to improve the performance of oneself and others by pursuing opportunities for continuous learning/feedback and constructively helps and coaches others in their professional development
- Responsiveness – able to respond to clinical staff and client needs in a timely and thorough manner; prioritizes client needs, does what matters and; follows up to evaluate client satisfaction
- Conflict Management – able to manage and resolve conflicts and creative tension and differences while being able to anticipate and take steps to prevent counter-productive confrontations

Clinical Competency: The ability to demonstrate a concern for the families in care and development while maintaining a results-oriented approach to the job by ensuring that work and information are complete, accurate and timely; demonstrates an understanding of coaching and substance use disorder principles

- Accountability & Dependability – takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight
- Coaching – applies a comprehensive range of evidence informed evidence styles, techniques and methodologies
- Knowledge of Abuse – demonstrates understanding of substance use, abuse, addiction, dependency and concurrent disorders
- Facilitation – ability to facilitate family coaching in group settings using evidence-formed approaches
- Self-Management – manages own time, priorities and resources to achieve goals
- Attention to Detail – diligently attends to details and pursues quality in accomplishing tasks
- Ethics & Integrity – earns others' trust and respect through consistent honesty and professionalism in all interactions

Ethics & Trust: demonstrates an ability to be conscientious about one's choices and is able to apply professional code of ethics and conduct oneself so that the organization's interest is protected and demonstrates personal integrity and implements the organization's privacy policy.

- Ethical Behaviour – demonstrates a high standard of ethical behaviour and utilizes sound judgment
- Builds Trust – is capable of building trust by being accountable, demonstrating respect, open communication and being dependable
- Integrity – is able to demonstrate model behavior (role model) to supervisor, co-workers and families

- Utilitarian – ethicists and emphasizes ethical action that provides the most good or does the least harm for the most people
- Rights – demonstrates a commitment to protecting and respecting rights of families and employees
- Fairness – shows a commitment to treat everyone fairly, equitably and consistently
- Virtuous – upholds dispositions and habits that enable others to act according to the highest potential and on behalf of our values

Family Treatment and Development: Demonstrates an understanding of how youth, in particular adolescents, learn, develop, and acquire language and creative expression in each of the domains: physical, social, emotional, cognitive and special needs; ability to create an engaging learning environment for families that includes participation in planning and evaluation of the curriculum and learning environment

- Adolescent Development – demonstrates a thorough knowledge of the physical, cognitive social and emotional development of adolescents and understands how developmental variables affect adolescent behaviors
- Person Centered Planning – ability to assess goals, interests, past experience, learning styles, academic skills, assets, independent living skills, and needs in the development of treatment plans for families
- Learning Environment – Implements engaging, hands-on experiences in areas of the curriculum and recognizes that these experiences should apply across all areas of development (e.g., cognitive, social, emotional) and all aspects of the curriculum
- Communication – able to effectively communicate observations with supervisor and relevant staff regarding family development progress and barriers in a clear and supportive manner, while maintaining confidentiality

Interpersonal Skills: Demonstrates the ability to develop collaborative relationships with internal and external partners and clients; interacts with others in a way that gives confidence and fosters an environment that is positive and constructive; able to inspire and motivate the clinical team through positive and effective communication

- Integrity and Respect – demonstrates respect of others and for clinical principles while maintaining a positive and supportive work environment that promotes transparency, open communication and accountability
- Communication skills – knowledge and abilities to perform a range of communication activities with individuals, families, groups, communities, staff, colleagues and internal and external programs and organizations
- Listening – actively gives their attention to others in order to hear, understand and interpret the conversation

Collaboration and Teamwork: Builds constructive working relationships with families, colleagues and others in order to achieve the goals and objectives of CJAHC; Behaves in a manner that is professional and appropriate while participating as a contributing member of the team; Works cooperatively with others involving them and sharing information as appropriate: Shares the success and credit for team accomplishments

- Relationship Building – builds constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect
- Teamwork – promotes cooperation and commitment within a team to achieve goals and deliverables
- Facilitating Groups – enables cooperative and productive group interactions
- Defuse Disputes – helps others resolve issues or conflicts
- Valuing Diversity – helps create a work environment that embraces and appreciates diversity
- Commitment – promotes cooperation and commitment within a team to achieve organizational goals and deliverables
- Support – knows and supports colleagues' work and deliverables. Helps colleagues who need or ask for support or assistance
- Team Unity – encourages team unity through sharing information or expertise, working together to solve problems, and putting organizational success first.
- Joint Ownership – ensures joint ownership of goal setting, commitments and accomplishments. Involves everyone on the team.

Cultural Diversity: The ability to interact effectively with people of different cultures and socio-economic backgrounds, particularly within First Nations and Inuit communities/societies; demonstrates a willingness to embrace cultural differences and practices; encourages and supports family's cultural development and learning respecting and recognizing the diversity within the community.

Program Coordinator

August 13, 2026

- Family Diversity – utilizes appropriate methods of interacting effectively and professionally with others who are from diverse cultural, socioeconomic, educational, sexual orientation, lifestyles and physical abilities
- Cultural Knowledge – has a basic understanding of Innu or First Nations and Inuit histories, languages, cultures, ceremonies and traditions
- Cultural Support & Access – promotes opportunities for cultural learning and supports personal cultural development for families and co-workers
- Work Environment – helps create a work environment that embraces and appreciates cultural diversity by being supportive and respectful while learning about the value of cultural differences in the workplace
- Cultural Development – demonstrates a personal commitment to personal growth in the ongoing acquisition of knowledge relating to Innu or First Nations and Inuit's culture, spirituality and language
- Cultural Protocol – understands Innu or First Nations and Inuit protocols and ensures local protocol is honored and followed in the provision of ceremonial feasts and other ceremonies

Planning and Organization: demonstrates the ability to plan, organize and implement cultural activities, workshops and events while being able to establish and meet targets and objectives; Ability to adjust activities and work priorities in light of changing circumstances while meeting position responsibilities in a timely and efficient manner; Able to assist in work plans and able to understand the time and resources necessary to deliver the work.

- Organize tasks – able to identify the sequence of key tasks needed to achieve the work while maintaining focus on the assigned outcomes of the work plans and family's needs
- Planning – able to contribute assist in work plan development that identify clear goals and objectives that are consistent with the cultural development and needs of the families and monitors and evaluates the outcomes
- Schedules and time management – contribute to realistic daily, weekly, monthly and annual schedules for cultural activities and adhere to timelines
- Flexibility – able to understand and foresee risks and recommend adjustments while identifying program priorities and contribute to changes as required
- Initiative – ability to assess situations and demonstrates a commitment to take action and initiate things independently
- Results Focus – consistently achieves workplace targets, goals and objectives and meets expectations and performance levels

Professionalism: Demonstrates appropriate behavior, attire, attitudes, and social interactions; responds appropriately to instruction and constructive criticism; maintains a positive, optimistic, success-oriented attitude; provides recommendations and feedback to the Executive Assistant/Accreditation Coordinator in a timely manner

- Efficiency – conducts work in an objective, conscientious, effective and efficient manner
- High Standards – perform duties in accordance with the highest standards of profession and exercise due care
- Care of Property – shows proper care and regard for the property of CJAHC, utilizing resources for the purpose of carrying out organizational business
- Professional Competency – endeavors to improve professional competency and work ethic
- Integrity – demonstrates honesty and integrity in the fulfillment of professional responsibilities

Relationship Building: Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect; Demonstrates an excellent rapport with students that is supportive and conducive to learning

- Constructive Working Relationships – builds constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect. Maintains an open, approachable manner, and treats others fairly and respectfully. Preserves others' self-confidence and dignity and shows regard for their opinions.
- Encourages Openness – seeks and encourages ideas from those who are reluctant to express their points of view. Anticipates and recognizes the concerns of others, even if those concerns are not openly expressed.
- Listening – builds rapport by listening to, discussing, encouraging and motivating others
- Dispute Resolution – seeks to resolve confrontations and disagreements constructively. Focuses on the situation, issues, or behaviors, rather than the people.
- Positive Reinforcement – celebrates workplace successes and achievements both internally and externally. Supports the good ideas of others.

- Maintaining Balance – demonstrates a balance between building rapport and getting the work done.

Research: Reviews and studies relevant information from a variety of sources that identify the newest trends on substance use; innovation and technology; and updated-relevant curriculum of the program

- Methodology and Techniques – identifies and implements new psychoeducation delivery approaches, improved content and materials and effective assessment
- Best Practices – uses methodology and techniques of research as they apply to planning, designing, developing and enhancing program curriculum
- Collaboration – collaborates with the clinical team and other partners in exploring scope and application for community programs