



MANAGER OF OPERATIONS (FULL-TIME)



Looking for an Awesome, Innovative Workplace with Great Advancement Opportunities?

Insight Psychological is a multi-award-winning psychological care provider that has been recognized by Canadian Business and the Globe and Mail as one of Canada's Fastest Growing Companies. More importantly, we are a GREAT PLACE TO WORK certified organization. We are one of Alberta's top providers of high-quality multi-specialty counselling and assessment services, and have been supporting individuals, families, groups as well as organizations in various sectors since 1997. Our partner, Family Solutions Group, is a vibrant multi-service organization that provides front-line supports, professional expertise, and specialized programming for children, youth, adults, families, and seniors. FSG has been serving Albertans since 1992 and continues to grow solidifying its reputation as a cornerstone in community care. Committed to the well-being of Albertans, Family Solutions Group's dynamic growth reflects its unwavering dedication to addressing the evolving needs of our society.

Insight and FSG have come together to launch RAE Institute, an advanced clinical training provider for mental health clinicians. This new organization has created a new opportunity for a dynamic, eager-to-grow, results-oriented leader to set up and implement its operational structure, lead the launch of its new clinical learning programs as well as pursue partnerships and opportunities for business growth. Additionally, the leader will assist the Director of Operations and Business Development at Insight Psychological in completing key organizational projects and in ensuring the effective delivery of client care services.

KEY RESPONSIBILITIES

- Work collaboratively and effectively with other management colleagues in the planning, coordination, and execution of the organization's strategic and operational plans.
- Develop and maintain effective operational structures, systems, policies, and processes that support the organization's strategic and operational objectives.
- Handle the recruitment, onboarding, supervision, development, and performance management of direct reports.
- Provide cost management oversight by ensuring prudence and cost-effectiveness in operational expenditures. Also work with the accounting staff to maintain accurate financial records and address issues.
- Ensure the safe and secure handling of the organization's client records, confidential and proprietary information, intellectual resources, IT system, and other technological resources.
- Work with the program launch team to ensure the successful launch of RAE Institute's clinician learning programs. The Manager of Operations will manage incoming questions and concerns as well as develop proper processes for trainee intake, registration, billing and administration, program completion, and certification.
- Work with the CEO of RAE Institute to identify and pursue partnerships and opportunities for business growth.
- Assist Insight's Director of Operations and Business Development in managing the client care team as well as in ensuring the delivery of superior client intake and service at Insight's Edmonton service centres.
- Plan, coordinate, lead, and ensure timely completion of assigned operational and program projects.

EDUCATION AND EXPERIENCE

- Degree or diploma in business, management or another relevant field.
- Five or more years of similar/relevant experience or a combination of training and experience.

KNOWLEDGE, SKILLS, AND ABILITIES

- Exceptional relationship building, communication (both verbal and written), and team management skills.
- Sound decision-making and problem-solving skills - ability to think critically and act strategically when making decisions and dealing with issues/problems.
- Strong organizational and time management skills.
- Flexible, adaptable, able to effectively manage a demanding schedule and prioritize responsibilities.
- Ability to develop and manage annual budgets.
- Attention to detail, accuracy, and quality.
- Ability to portray a superior level of professionalism and adhere to a strict policy of confidentiality.
- Highly entrepreneurial and self-motivated, can work very well independently with minimal supervision.
- Technologically savvy and have solid proficiency in MS Office.
- Sound working knowledge of Alberta Employment Standards, Human Rights Acts, relevant PIPA legislations as well as WCB and OH & S regulations.
- Working knowledge of legislations as well as codes of conduct (e.g. PAA, CAP) relevant to the practice of psychological services in Alberta an asset.

Review of applications will start immediately and continue until the right candidate is found. Interested and qualified individuals are invited to forward their resumes at their earliest possibility to:

Dr. Hendriatta Wong

Chief Operating Officer

E-mail: hwong@insightpsychological.ca

We thank all applicants for their interest, however, only those selected for interview will be contacted. For more information about our organization, please visit our websites at www.insightpsychological.ca and www.familysolutionsgroup.ca