



## About the Tsakwā'lutān Healing Centre

We, the We Wai Kai Nation, embrace our language and culture to build a proud, healthy, safe, and self-sufficient community. We support and encourage each other to thrive by following the footsteps of our ancestral history as stewards of our lands and waters, while balancing our role in modern-day society.

The Tsakwā'lutān Healing Centre, located on Quadra Island, represents a vision for addiction recovery with the goal of restoring lives, families, and empowering communities. Our approach is to destigmatize addiction as an individual issue and to engage, educate, and empower individuals, families, and communities in the recovery process. We achieve this by integrating the best of Western medicine with our traditional healing practices and values.

## About the Opportunity

We have an exciting opportunity for a full-time **Admissions Manager** based on **Quadra Island, BC**.

We are seeking a compassionate, detail-oriented, and highly organized Admissions Manager to join our team. Reporting to the Clinical Director, the Admissions Manager will oversee the intake process, ensuring a seamless and welcoming experience for clients entering our treatment program. This role requires strong organizational skills, exceptional communication, a deep understanding of addiction and mental health treatment, and advanced data management and presentation skills.

More specifically, your responsibilities include, but are not limited to:

### Client Intake Management

- Oversee the entire client intake process from initial inquiry through Centre admission.
- Schedule and conduct thorough assessments to determine client eligibility.
- Develop and maintain client intake records using secure electronic health record (EHR) systems.
- Coordinate with clinical staff to ensure smooth transitions for clients entering treatment.
- Support families by connecting them with family programs and other support systems.
- Oversee and manage the financial aspects of the client intake process, including payment arrangements and financial documentation.

### Communication and Coordination

- Serve as the primary contact for prospective clients and their families, providing information and support throughout the intake process.
- Collaborate with healthcare providers, referral sources, and community agencies to facilitate client admissions.
- Coordinate facility tours, both in-person and virtual, to help prospective clients feel more comfortable with the Centre.
- Conduct client orientation to the facility when possible, ensuring a seamless transition and strong initial relationship.
- Supervise client billing activities and address payment inquiries, ensuring clear communication with clients.
- Communicate and coordinate with the clinical team regarding bedding arrangements, including room changes, early departures, or extended treatments.
- Collaborate with clinical staff to develop and implement effective discharge plans, ensuring clients have the necessary support and resources for continued recovery after leaving the Centre.
- Assist with travel arrangements for clients as needed.
- Ensure accurate and timely documentation of all intake activities.

### Team Leadership

- Lead and manage the intake team, providing training, supervision, and performance evaluations.
- Develop and implement policies and procedures to enhance the efficiency and effectiveness of the intake process.
- Monitor and analyze intake data to identify trends and areas for improvement.

### Data Management and Analysis

- Develop and maintain accurate databases to monitor intake metrics, identify trends, and report on operational performance.
- Use data visualization tools to create compelling reports and presentations for internal stakeholders.
- Monitor and analyze intake data to identify opportunities for improvement and streamline processes.



#### Client Advocacy

- Advocate for clients and their families, ensuring their needs and concerns are addressed.
- Provide crisis intervention and support as needed during the intake process.
- Maintain a client-centered approach, respecting the dignity and confidentiality of all clients.
- Additional responsibilities as needed to support the team

#### About You

To qualify, you will ideally hold a bachelor's degree in healthcare administration, psychology, counselling, social work, or a related field and/or relevant experience to the position. A diploma or certificate in one of these areas combined with substantial relevant experience will also be considered. Experience within a substance use disorder treatment setting, with at least 3 years in a supervisory role, will also be ideal.

Additionally, the following skills and background will be highly valued:

- Experience in the fields of addiction, mental health, and trauma
- Exceptional organizational and multitasking abilities
- Strong interpersonal and communication skills, with a focus on empathy and client service
- Demonstrated ability to lead and motivate a team effectively
- Experience working with Indigenous communities and understanding of cultural practices is a significant asset
- Ability to handle sensitive and confidential information with discretion
- A commitment to continuous improvement and a proactive mindset

As our ideal candidate, you possess excellent communication, interpersonal, and organizational skills. You are capable of effectively leading and motivating a team of admissions staff, utilizing your proven leadership and people management abilities. You demonstrate the capacity to think strategically and act tactically, managing the admissions process with confidence and efficiency. Additionally, you are adaptable, flexible, and able to navigate and thrive in a dynamic and evolving environment. Your dedication to providing a seamless and supportive admissions experience ensures that every client feels valued and understood from their first point of contact with Tsakwa'lutan Healing Centre.

#### About the Benefits

Compensation, based on skills and experience, is a competitive annual salary of **\$65k – \$85k**, and a host of excellent benefits including:

- Extended health, dental, and vision coverage
- Pension with up to 9% employer match
- Pick-up and drop-off available from Campbell River ferry
- Beautiful facility along the ocean

#### How to Apply

Interested candidates are invited to submit their application package to [info@healingcentre.ca](mailto:info@healingcentre.ca).

Application packages should consist of a letter of interest outlining how your previous experience and education align with this position and a most recent CV together in one PDF document. If you would like to learn more, inquiries before application submission are also welcome.

We encourage applicants to submit applications as soon as possible as applicants will be reviewed on an ongoing basis. We thank all applicants for their interest; only those selected for an interview will be contacted.

Please note – the successful candidate must provide three references and a clear criminal record check, including a vulnerable sectors check. Preference will be given to persons of Indigenous ancestry. Should the applicant be in recovery, it is required to identify your abstinence from mood-altering substances for two years at the time of application.