

Job Description

Manager of Youth, Mental Health and Addiction Services

Background

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. Our aim is to assist our clients by providing pathways for them to achieve their full potential and in finding solutions to improve their health, well-being and quality of life.

The Position

The Manager, Youth, Mental Health & Addiction Services will provide strategic and operational leadership for RootsCS' youth-focused mental health and addiction programmes. This role is responsible for designing, implementing, and evaluating culturally responsive, trauma-informed services that support the mental health and well-being of Black, African, and Caribbean (BAC) youth and their families.

The Manager will oversee program delivery, staff supervision, community partnerships, and funding accountability while ensuring services are accessible, equitable, and aligned with anti-Black racism (ABR) and health equity frameworks.

- **Type of Work:** Maternity Backfill (Full time contract until June 25, 2027)
- **Reports:** Director, Social Service Delivery
- **Compensation:** \$75,500 - \$79,500 per annum plus benefits
- **Hours of Work:** 35 hours per week

Major Duties & Responsibilities

1. Program Coordination and Implementation

- Lead the development, implementation, and continuous improvement of youth mental health and addiction programs
- Design culturally affirming, trauma-informed, and evidence-based interventions tailored to BAC youth
- Align programs with organizational priorities, funder requirements, and community needs
- Identify service gaps and lead innovation in youth mental health programming

2. Staff Supervision and Team Development

- Supervise, mentor, and support a multidisciplinary team (case workers, clinicians, youth workers, facilitators)
- Conduct performance management, coaching, and professional development planning
- Foster a collaborative, inclusive, and high-performing team environment

- Support staff well-being and implement burnout prevention strategies

3. Service Delivery and Clinical Oversight

- Ensure high-quality, ethical, and client-centered service delivery
- Provide oversight on complex cases, crisis situations, and risk management
- Ensure adherence to trauma-informed, harm reduction, and culturally safe practices
- Monitor service standards, policies, and compliance with relevant legislation

4. Community Engagement & Partnerships

- Build and maintain strong partnerships with schools, healthcare providers, community organizations, and funders
- Represent RootsCS in community tables, networks, and advocacy initiatives
- Collaborate with stakeholders to improve access to mental health and addiction services for youth
- Support outreach strategies to increase program visibility and engagement

5. Program Evaluation & Reporting

- Develop and track program outcomes, KPIs, and impact metrics
- Oversee data collection, reporting, and evaluation processes
- Prepare reports for funders, leadership, and stakeholders
- Use data insights to inform program improvements and decision-making

6. Financial & Operational Management

- Manage program budgets, ensuring effective and accountable use of resources
- Support funding proposals, grant writing, and sustainability planning
- Ensure compliance with organizational policies, funder guidelines, and regulatory requirements
- Oversee program logistics, scheduling, and resource allocation

7. Equity, Advocacy & Systems Change

- Integrate Anti-Black Racism (ABR), equity, and inclusion principles into all programs
- Advocate for systemic changes in youth mental health and addiction services
- Ensure programs address social determinants of health and systemic barriers
- Contribute to organizational thought leadership and policy discussions

Qualifications and Requirements

Education

- Master's degree in Social Work, Psychology, Public Health, or a related field
- Registration with a relevant regulatory body is required for e.g. (RSW: **Registered Social Worker**; RP: **Registered Psychotherapist**; CCC: **Canadian Certified Counsellor**)
- 5 - 7+ years of progressive experience in youth mental health and/or addiction services

- Minimum 2 - 3 years in a leadership or management role
- Experience working with Black, African, and Caribbean (BAC) communities
- Strong knowledge of trauma-informed care, harm reduction, and culturally responsive practices

Skills & Competencies

- Strong leadership, people management, and coaching skills
- Excellent program development and evaluation capabilities
- High level of cultural competence and anti-oppressive practice
- Strong crisis management and clinical decision-making skills
- Excellent communication, stakeholder engagement, and partnership-building skills
- Data-driven mindset with experience in reporting and impact measurement

Working Conditions

- Combination of office, community-based, and occasional evening/weekend work
- May require travel within the Region of Peel and surrounding areas
- Commitment to ongoing learning and professional development.
- Valid Ontario driver's license, appropriate insurance, reliable access to a vehicle, and a recent clear Police Reference Check.

Work Environment

All team members contribute to the ongoing growth and sustainability of Roots Community Services (RootsCS) by engaging in fundraising, strategic planning, and other organizational initiatives. Within a collaborative and inclusive environment, each staff member plays a vital role in advancing RootsCS's mission to deliver culturally responsive programs and services that inspire and empower individuals, families, and communities to thrive.

Please email your application with a cover letter to careers@rootscs.org, with the subject line Manager of Youth, Mental Health and Addiction Services. Please note that we will review applications on a rolling basis until the positions are filled.

We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.