



## ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

***We are proud to be recognized as one of Manitoba's Top Employers of 2025. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.***

## WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

## MAKE AN IMPACT

Being a part of the Turning Leaf team means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of diversity, equity, inclusion, compassion, and respect.

We are growing more and more all the time and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

***New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment.***

## **JOB SUMMARY**

CBT Team Lead's provide service to program participants (experiencing intellectual challenge and/or mental illness) who require support in the community due to problematic patterns of behaviour. Team Lead's work closely with CBT Clinical Case Manager/supervisor to observe, plan and implement person-centred support visits that facilitate participant independence and development.

CBT Team Lead's additionally provide ongoing training, orientation, mentorship, coaching, and assistance to new and existing Community Support staff. Team Lead's are generally relied upon to provide team leadership and assist heavily with service delivery to new participants.

## **ESSENTIAL REQUIREMENTS**

- Cover letter and updated resume.
- Available 35-40 hrs p/week
- Related formal education or a minimum of 2 years' experience in a Community Support setting.
- Completion of a Post-Secondary Education in Human Services (Certificate, Diploma or Degree) is considered an asset

## **QUALITIES AND QUALIFICATIONS**

Turning Leaf's CBT Team Lead must possess the capacity to be aware of and control one's emotions. Moreover, the CBT Team Lead must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports.

In addition, CBT Team Lead must possess experience with and skills in:

- Working with adults who are living with an intellectual challenge, mental illness and who are in conflict with the law
- De-escalating aggressive behavior
- Conflict resolution skills
- Aptitude towards managing crisis
- Excellent written and oral communication skills
- General knowledge of electronic reporting

## **SUMMARY OF JOB DUTIES AND RESPONSIBILITIES**

### Supports:

- At the onset of the service, the support worker is expected to submit a police and abuse registry check, valid driver's license and abstract, valid vehicle registration, valid certificate of first aid and CPR, and valid Non-Violent Crisis Intervention training to Human Resources.
- To supply a service for a fee based on a determination of task and time required. This service must adhere to all Agency philosophy, policies and procedures, and guidelines, recognizing the participant centered and participant driven nature of service delivery.
- To provide all hours of service as assigned by the Case Manager and claim payment only for approved hours incurred.

- To report any unusual occurrences to the Case Manager and, if directed, a representative of all appropriate agencies. (e.g., Family Services or /and Probation Services)
- To assist and collaborate when applicable with any or all other collateral agencies as a representative of Turning Leaf Community Support Services Incorporated. To conduct in a professional manner when in the course of such business.
- To inform Case Manager and Human Resources of any change in their status and disclose any conflict of interest (e.g., Driving record, upcoming obligations) that may compromise their position or effectiveness.
- To be available for training as requested.
- To not use any physical force when working with a participant. Unless there is a present physical risk to the individual, or to another individual, including the service provider, physical restraint should never be used.
- As required, to provide and implement behavior management strategies, training, and support in a non-intrusive, non-threatening, non-manipulative, supportive manner, in the least restrictive environment as is possible.
- To adhere to the participant-centered values of Turning Leaf Community Support Services Incorporated and Manitoba Family Services and Housing.
- Attend staff Team Meetings weekly and other meetings as required.
- Other duties as assigned.

#### Team Lead:

- Assist reporting CM by providing leadership and support to their designated participant caseload and staff team.
- Conduct orientation sessions for new employees, providing detailed on-the-job training for both new and returning team members/support workers.
- Complete a suitability assessment for each new employee by the end of their fifth day.
- Assist reporting CM with establishing and maintaining supports for new participants assigned to their caseload (by TL Intake & SCM)
- Flex daily schedule based on presenting caseload needs and/or associated priorities
- Conduct regular caseload custody visits as required.
- Contribute to weekly staff Team Meetings by providing input, taking minutes, suggesting resources and chairing the meeting when CM is unable to attend (i.e. due to sickness or leave)
- Utilize downtime to begin cultivating new community partnerships, program features or projects that address common service gaps.
- Identify untapped skill sets within the community staff team and help develop ways for the participants to access and benefit from their specific areas of interest or expertise (i.e. groups or classes, etc.)
- Other duties as assigned (i.e. administrative support when time permits)

## **BENEFITS**

- Salary paid
- Enrollment in company corporate cell phone plan
- 15 vacation days
- Paid Wellness Time
- Health Benefits immediately
- GRRSP Program (optional)
- Bereavement and Compassionate Care Time

- Mileage Reimbursement (when applicable)
- Employee Family Assistance Program (EFAP)

## HOW TO APPLY

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their résumé to [careersmb@tlservices.ca](mailto:careersmb@tlservices.ca)

Turning Leaf welcomes applications from people with disabilities. Applicants with disabilities may request reasonable accommodation relating to the materials used and/or activities throughout the application and selection process. We thank all applicants, but only those being considered for an interview will be contacted.

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*Turning Leaf Support Services is committed to fostering and upholding an inclusive workplace that reflects the diversity of the communities we serve, including Indigenous Peoples. We believe in creating opportunities for everyone to thrive by embracing diverse perspectives, experiences, and identities. We encourage candidates from Indigenous communities, minoritized groups, underrepresented groups, and all walks of life to bring their unique talents to our team.*