



Clinical Coordinator – Member Assistance Programs

Interested in joining a growing, people-first team that does great things for Canadian organizations and the individuals connected with them? Arete is looking for a compassionate, bilingual superstar to round out our talented team.

Job Title: Clinical Coordinator – Member Assistance Programs

Language: Bilingual (English and French)

Location: Office in Longueuil or Calgary, or remote home office in Canada

Position: Full-time

Hours of Work: Weekdays (M-F variable shifts, including some evenings) and occasional statutory holiday coverage required

Application Deadline: Open until a suitable candidate is found

A BIT ABOUT US

At Arete, we know people.

We believe that building resilience within people and the organizations that support them is important work—the most important work. This drives us to pour everything we have into the what we do—supporting Canadian organizations and the people connected with them to be the very best they can be. Every, single, day.

Our assistance programs provide unparalleled, research-backed support for employees, retirees and organizations across the country. And because people come first at Arete, the warm and compassionate way we deliver those programs is second to none—it's work you can stand behind and feel proud to be a part of.

In addition, being a part of the Arete family comes with a competitive salary, an excellent, fully funded benefits package, flexibility and a leadership team dedicated to promoting a psychologically healthy workplace.

To learn more about us, our programs and what it's like to be a member of our family, visit www.aretehr.com.

THE ROLE

As Arete's newest Clinical Coordinator – Member Assistance Programs, you'll work with a team of colleagues from across Canada to answer calls and emails from clients seeking psychosocial counselling support or access to specialized guidance from a range of experts (legal, financial, human resources, eldercare, childcare, nutritional and workplace wellness) working within our 2500+ professional network. With empathy, you'll listen to clients, assess their needs and be focused on finding them the best professional to support them. In addition, you'll:

- Quickly and easily build a therapeutic rapport with clients,
- Conduct risk assessments for clients who require them,
- Remain steady, calm and professional during stressful situations,



- Confidently manage confidential information in a fast-paced environment,
- Easily follow Arete’s intake processes and organizational policies, and
- Use your organizational talents to manage client files and follow up with professional service providers on an ongoing basis.

YOUR TALENTS

What are you amazing at? To ensure a great fit with our team, we’re looking for someone whose talents include:

- Being a collaborative team player and problem-solver
- Being warm, compassionate and always professional
- Easily building strong interpersonal relationships
- Being a tested organizational wizard
- High-quality written and oral communicator in both English and French
- Working well independently and with minimal supervision
- Being accountable to their clients and the organization
- Being ready to adapt and be flexible during times of change

OUR REQUIREMENTS

Apart from the unique talents you bring to the table, we require members of our team to have:

- A bachelor’s degree in psychology, social work or a health/education-related discipline
- Ability to work (written and spoken) in both English and French languages
- Certification or training in suicide intervention and prevention techniques
- Experience in disability case management and/or return-to-work support services (an asset)
- Experience working in an Employee Assistance Program environment (an asset)
- Proficiency with Microsoft Office and database technology as well as the ability to quickly learn and adapt to new systems
- Access to a separate area inside your home for confidential home office space (if remote home office)

Join us, and help us build resilience—together.

WHAT’S NEXT?

Think you’d be a good fit and want to join the Arete family? Fantastic! Please send both your English and French resume by the application deadline to:

Kathleen Farewell, Manager Clinical Services (kfarewell@aretehr.com)

We thank all applicants, but only those selected for an interview will be contacted.