



**Canadian Mental
Health Association**
British Columbia

**Association canadienne
pour la santé mentale**
Colombie-Britannique

JOB POSTING

(BILINGUAL) FACILITATOR SUPPORT COORDINATOR (1.0 FTE)

ABOUT CMHA

The Canadian Mental Health Association in BC has a provincial office and a network of 14 branches that deliver high quality community-based services and supports in over 100 communities to over 100,000 people per year living with a range of mental health and substance use problems across the province.

ABOUT THE JOB

The Coordinator assists and supports the National Manager in the areas of administration and program logistics, quality assurance, support of facilitators for the Living Life to the Full / Vivre sa vie, pleinement program, and communications. The bilingual Coordinator will also be responsible for monitoring resources and delivery for quality and fidelity to established standards.

What does this role involve?

The key responsibilities of the job include:

- Supporting the National Manager of Living Life to the Full in daily operations of the program, including tracking, recording and invoicing for training and licensing, tracking course delivery and reports, coordinating facilitator training events, and assisting in stewardship of donors and in funder reports.
- Responsible for quality assurance by monitoring materials and records for quality, consistency and fidelity to standards as well as assist in improving processes around screening, training and supporting the national community of facilitators.
- You will also contribute to the development and implementation of standards to obtain and retain facilitator certification
- Supporting the Living Life to the Full facilitators, champions and volunteers and help them share their voice and expertise, keeping the facilitators' shared space and listserv active and current.
- Establishing the annual schedule of Community of Practice (CoP) teleconferences/webinars, determine the agenda with the National Manager and co-facilitate the meeting
- Assisting with the writing practice guide and other support and educational tools for facilitators
- You will use your excellent writing and communication skills by preparing regular electronic newsletters and by writing and posting content to livinglifetothefull.ca/vivreaviepleinement.ca websites focusing on quality, relevance and accuracy of information
- You will monitor and manage inquiries via email and phone, support the preparation of reports and program highlights and assist the National Manager in identifying opportunities to promote and market the program in liaison with other departments

Qualifications and Experience:

You will hold a Bachelor degree in a relevant discipline along with at least 2 years in a relevant position with experience in the non-profit sector, ideally in a health, mental health or education context. An equivalent combination of education, training, and work experience may be considered.

Experience

- Experience in event and program coordination and customer service
- Experience managing databases such as Access
- Experience in areas of monitoring, compliance, and quality assurance

Knowledge, Skills and Abilities

- Exceptionally organized and proactive with ability to able to assess and prioritize multiple tasks and demands, along with excellent attention to detail,
- Very strong customer service skills with the ability to build effective relationships and partnerships with internal and external stakeholders
- Resourceful; innovates to solve problems
- Commitment to high standards of quality
- Reliable and responsive
- Program marketing skills
- Very good written and verbal skills in both official languages; written and verbal French language fluency required
- Works independently, collaboratively and under pressure
- Web- and tele-conferencing skills
- Email (especially advanced skills in MS Outlook 2013 and Google Groups listservs)
- Website content management skills, with systems like Wordpress or equivalent
- Experience in recruiting and supervising Volunteers
- Personal experience with mental health or addiction issues and services, through self or loved ones, is an asset in this role.

Working conditions

- This position is located at CMHA BC Division offices in downtown Vancouver.
- The usual work week is 37.5 hours. Most work is accomplished during usual 9am to 5pm business hours, although the candidate will need to maintain some flexible scheduling during weekends and evenings. Individuals employed at this level are at times required to work outside usual office hours to meet program requirements.

Application Process:

We will consider applications from interested candidates who submit a resume and cover letter describing how you meet the qualifications outlined above. **Please submit in PDF format no later than 5:00pm on April 21, 2017 to human.resources@cmha.bc.ca**

We regret that only short-listed candidates will be contacted to schedule an interview.

CMHA BC is an equity employer and encourages applications from women, persons with disabilities, members of visible minorities, Aboriginal Peoples, people of all sexual orientations and genders, and others who may contribute to the further diversification of the Association.