

JOB OPPORTUNITY

Intake Supervisor - Confident Parents, Thriving Kids (CPTK)

ABOUT THE JOB

CMHA BC Division is looking for a supportive, empathetic and organized Intake Supervisor to provide direct supervision to the Intake/Exit team, monitoring and supporting the progress of the team. The Intake Supervisor also conducts intake and exit questionnaires with families referred to the program using the Brief Child and Family Phone Interview (BCFPI) tool and other measures. This position helps assess referrals for program fit and ensures exclusionary criteria is used to identify inappropriate referrals.

The position acts as one of the first official contacts for the program with families and provides a supportive presence to parents experiencing difficulties. This position alerts the program supervisor of referrals that may be atypical or require further follow up. Additionally, this position will liaise with the Ministry of Children and Family Development, as needed, if the suggestion of any harm to the child is present. Finally, this position also conducts post-treatment questionnaires to provide outcomes data on program impact and client satisfaction.

WHAT YOU WILL BE DOING

You will be supervising a small staff, delegating intake and exit assignments, ensuring adherence to protocols and evaluating job performance during regular supervision sessions. In addition, you will:

- Participate in the recruitment process for new Intake Coordinators, implementing and adjusting the training plan for new team members, as well as monitoring and ensuring trainees are compliant with training procedures
- Participate in the writing and updating of Intake SOP's with Program Manager
- Provide data/information and leadership in the compilation of a program Annual Report with Program Manager
- Identify potential barriers to effective service delivery and work to remove these barriers
- Monitor timelines and quality of reports and documentation from Intake/Exit staff on a regular basis.
- Compiles regular metrics such as referral numbers, exit satisfaction data, scheduled and completed interviews, time spent scheduling, etc.
- Maintain and troubleshoot office equipment (photocopier/phones/intake recording boxes, IT problems)

You will also support the Confident Parents, Thriving Kids Coaches by:

- Managing the wait-list and engaging in weekly assignment of referring families to coaching staff;
- Lead delivery of UBC Research study by ensuring participants receive survey links and honorariums; Compiles regular data to assess overall survey progress for Program Manager;
- Ensure that clients are served in a timely manner according to program protocol;
- Administer recorded semi-structured interviews/questionnaires as needed, following a telephone script and protocol;
- Connect clients to other CMHA Resources as and when needed;
- Consult with Confident Parents: Thriving Kids Coach Supervisors for clinical supervision when client safety concerns arise;
- Other duties as assigned.

Education and Experience:

Education

- Completed undergraduate education (BA, BSW, BSc) in Social Work, Child and Youth Care or related human services field.
- Knowledge of the principles and practices of public health, health education, and health literacy, particularly in multiple settings or with various populations;
- Knowledge of community outreach;
- Knowledge of the mental health system in BC;

- Knowledge of specialized and personal computer systems and databases, Internet, and software applications, particularly Microsoft Office;

Experience

- One to three years of relevant experience as well as one to three years of supervisor experience.
- Demonstrated ability to work independently, collaboratively, and under pressure to deadline;
- Telephone service delivery experience an asset;
- Direct engagement with the public;
- Experience administering a standardized questionnaire an asset;
- Ability to set and maintain professional boundaries, while remaining empathetic when interacting with staff and external clients
- Communicating effectively, both orally and in writing;
- Resourcefulness and innovation to solve problems;
- Personal experience with mental health issues and services, through self or loved ones, is an asset in this role.

Working conditions

This position is located at the CMHA BC Division office currently located in downtown Vancouver. The usual work week is 37.5 hours. May be required to work hours outside the normal office hours including evenings and weekends as needed.

HOW TO APPLY:

Please submit your resume along with a cover letter, in **PDF format**, clearly documenting how you satisfy the requirements outlined in this job posting to human.resources@cmha.bc.ca. This posting will remain open until the position is filled. We regret that only short-listed candidates will be contacted to schedule an interview.

Given the intended reach of this program, we are actively seeking applications from First Nations, Inuit, and Metis people. We encourage you to self-identify in your application.

We are an equity employer and encourage applications from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders, and others who may contribute to our further diversification.