



**Canadian Mental
Health Association**
British Columbia
Mental health for all

CMHA BC Division
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JOB OPPORTUNITY

PROGRAM LEADER – QUALITY ASSURANCE & TRAINING

CONFIDENT PARENTS, THRIVING KIDS – ANXIETY (CPTK-A) (VICTORIA, BC)

ABOUT THE PROGRAM

The Canadian Mental Health Association, BC Division is looking for an energetic, resourceful and organized Program Leader for Quality Assurance and Training (PLQAT) to oversee the Confident Parents, Thriving Kids – Anxiety (CPTK-A) coaching team in Victoria. The Program Leader will provide effective guidance and operational support for delivery of a telephone- and internet-based, brief intervention program for children's anxiety, available to Indigenous and non-Indigenous parents and caregivers. The Program Leader will also have oversight of coach delivery of a community education activities offered to families and the general public in local, group settings.

Under the direction of the Program Manager, and in liaison with affiliated mental health professionals, the Program Leader develops and monitors adherence to coaching protocols, and to policy and procedures pertaining to program delivery and to the client experience in the CPTK-A program. Day-to-day direction and support of coaches in their work with parents is a major responsibility of this position.

An important function of the position is to facilitate and participate in training events and activities, thus preparing and supporting coaches to equip parents and caregivers with skills and strategies, known to be effective in reducing symptoms and improving functioning in children with different anxiety conditions.

ABOUT YOUR DUTIES

Duties and responsibilities associated with this position are described below. As this is a new position in a new program, the nature and scope of responsibilities may be modified over time.

- Provide oversight and coordination to ensure successful launch and implementation of CPTK-A;
- Build an inspiring and creative team environment with a culture of open communication and continuous improvement;
- In conjunction with the Program Manager, develop a quality assurance framework and associated indicators for monitoring;
- Participate as part of the project team, providing operational input into the development, implementation and interpretation of program policies and procedures;
- Participate in the planning and delivery of coach training and orientation activities, and undertake periodic coach appraisals and evaluations.
- Oversee and liaise with the program's Intake Coordinator to apply eligibility criteria and achieve seamless and rapid access for eligible parents and caregivers;

- Provide day-to-day support to Coaches, as well support in any required community-education activities;
- Monitor coach caseloads and workflow as well as records management
- Engage in ongoing process improvement activities, and work collaboratively to resolve any issues or conflicts;
- Be acquainted with and follow all relevant privacy legislation;
- Apply the Agency's Diversity Lens and Framework for Support in all assignments associated with this role to ensure the program meets the needs of Indigenous families and other cultural groups and demonstrates a commitment to Reconciliation;
- Perform additional duties as required.

WHAT YOU WILL BRING TO THE ROLE

You will have a Master's Degree in Social Work, Psychology, or related discipline. (Bachelor's degree may be considered if relevant experience is extensive). You will also have background and knowledge of child development, and in evidence based approaches to children's mental health. In addition, you will have the following skills and abilities:

- A minimum of two years' experience in a role involving quality assurance responsibilities.
- Experience working in the mental health, social services, or family services field.
- Ability to work collaboratively with other team members and also to work with minimal supervision.
- Experience working with client databases.
- Experience in a supervisory role is an asset.
- Excellent interviewing, interpersonal, organization and verbal and written communication skills.
- Ability to think strategically and conceptually, as well as have the ability to adapt programs and program delivery as required.
- Excellent presentation skills.
- Excellent time management skills and ability to coordinate and respond to emerging issues in a timely manner.
- Strong computer literacy skills including MS Outlook, MS Word, Excel, PowerPoint, and database management.

Located in downtown Victoria, this position is full time with a 37.5 hour work week. Most work is accomplished during usual business hours, although the candidate will need to maintain some flexible scheduling. Additional hours may occasionally be required in this position. Some travel may be required.

Application Process:

Please submit your resume and cover letter in PDF format by 4 p.m. on December 7, 2018 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. Lived experience of mental illness is considered an asset.