



Canadian Mental
Health Association
British Columbia

JOB OPPORTUNITY PROGRAM MANAGER

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

ABOUT THE PROGRAM

CMHA BC is expanding its programming for parents and caregivers of children struggling with mental health challenges. *Confident Parents, Thriving Kids* (CPTK) is the largest direct service provincial program delivered by CMHA BC serving both Indigenous and non-Indigenous families.

CPTK offers immediate help, in the form of telephone and on-line coaching, to parents and other caregivers. The program is based on evidence-based approaches and provides protocol-driven, brief structured interventions effective in reducing symptoms and improving functioning in children aged 3 to 12 years of age.

The program's coaching services for parents of children with behavioral problems has operated out of the CMHA BC office in Vancouver since 2015. CPTK will soon serve parents of children with anxiety conditions, operating out of the CMHA Victoria office. The service strives to offer flexibility, convenience and rapid access for young families through innovative delivery methods, affording access for parents anywhere in BC.

ABOUT THE PROGRAM

We are seeking a Program Manager with initiative, energy and solid organization skills to lead the implementation and overall management of the anxiety program. The Program Manager is responsible for operational management, for ensuring that the program is successfully fulfilling its mandate, and achieving objectives and targets. In addition, this role requires facilitating development of culturally relevant coaching resources and supporting key Indigenous partners across BC to deliver a community education program in local, group settings.

The Program Manager oversees the Program Leader, Quality Assurance and Training, the Intake Coordinator, all CPTK-A coaches, administrative staff and liaises with consulting psychologists to ensure program quality and fidelity as well as a seamless experience for parents. The position will ensure mechanisms for adequate training and effective support of coaches.

CPTK-A is managed and largely delivered from the CMHA BC Division office in Victoria.

ABOUT YOUR DUTIES

In addition to leading the implementation of the program, you will also monitor ongoing program delivery. Duties include:

- In conjunction with the Program Director and the Human Resources Director, recruit, interview and select well qualified program staff;
- Collaborate with families, communities, referral agents, funders and other key stakeholders on a routine basis;
- Ensure all operations, including maintenance of client data, comply with relevant legislation, policy and practice standards;
- Lead, support and manage performance of the entire staff team;
- 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 demonstrate a commitment to Reconciliation.
- Work closely with the Program Director to:
 - Develop and implement long term goals and objectives to achieve successful client outcomes and continuing program improvement through a comprehensive evaluation framework and quality assurance mechanisms;
 - Ensure the program meets the needs of Indigenous families and other cultural groups;
 - Develop and manage program spending efficiently based on program budget;
 - Identify risks and take appropriate action to mitigate;
 - Develop and oversee promotion and communication strategies to inform stakeholders and increase program utilization;
 - Prepare quarterly and annual reports for the funder, senior management and the Board as required;
 - Develop and maintain a system for participant involvement and feedback;
- Deliver presentations at Provincial and National conferences;
- Participate with government and relevant stakeholder groups;
- Other duties as required.

WHAT YOU WILL BRING TO THE ROLE

You will have a Master's Degree in a Human Services discipline, along with relevant training in Project Management with a minimum of 3-5 years' experience in a program/project management role with direct supervisory or team leadership experience. Some training in mental health and/or child development is an asset. An equivalent combination of professional experience and education may be considered. You will also bring the following skills and experience to the role:

- Be well versed in developing and maintaining data-collection and reporting mechanisms on program/project metrics;
- Budget development and oversight;
- Clinical experience and familiarity with protocol programs is an asset;
- Experience in mental health, social services, or family services;
- Experience in the not for profit sector is an asset;
- Familiarity with data-collection and reporting mechanisms on program/project metrics;
- Business administration or leadership experience is an asset;
- Budget development and oversight;
- Technical writing experience (e.g., annual reports, grant proposals) is an asset;
- Strong communication skills orally and in writing;
- Solid leadership skills including experience with performance management;
- Advanced presentation skills, comfortable presenting in front of multiple stakeholder groups in a variety of settings;

- Demonstrated skills in human resource management, including performance management, staff development, training and coaching;
- Strong Project Management skills
- Self-starter with ability to work with minimal supervision; managing multiple priorities on deadline;
- Computer literacy skills including Microsoft Office, CRM or case management database experience, comfort with using related to telephonic and video delivery mediums;

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.