

CAREER OPPORTUNITY

Parent Support Coach *Confident Parents: Thriving Kids* – Anxiety Program Victoria, BC

About the Job

We are seeking a Parent Support Coach to be part of an innovative program designed to reach families wherever they live in B.C. The Canadian Mental Health Association (CMHA) BC Division delivers the *Confident Parents: Thriving Kids* (CPTK) program, an early intervention initiative providing family-focused telephone- and web-based coaching to parents across the province. Through structured sessions with trained coaches, parents and primary caregivers are empowered to become the primary change agents for the child.

The CPTK initiative offers two programs. The first enables parents to effectively reduce mild to moderate behavior problems and the second, a newly funded program, will equip parents with tools to manage common anxiety conditions in children ages three (3) to twelve (12). Both programs promote healthy child development and strong parenting. *Confident Parents: Thriving Kids* is delivered free of charge to parents and/or caregivers via telephone and the internet in the comfort and privacy of their own homes at times convenient to them. The program offers support to parents six (6) days a week to accommodate the reality of busy work and school schedules for most families.

The Parent Support Coach is required to work some evening and/or weekend shifts to accommodate families' needs. Coaches are the backbone of this program and receive extensive training in evidence-based intervention strategies.

About the Role

Reporting to the Program Supervisor, the Parent Support Coach provides regular parenting support through structured, individual sessions to caregivers with young children. The aim of the sessions is to offer psycho-education and instruction to parents that will help them develop a plan for managing their child's anxiety in home, school and social settings. As part of the Victoria office service array, the Parent Support Coach will also have a role in a variety of community education and mental health promotion initiatives. The key responsibilities include:

- Participate actively in comprehensive, multi-phased training and ongoing supervision to achieve and sustain required coach competencies.
- Deliver parenting support through structured individual and/or group sessions via telephone and/or web-based applications with families.
- Follow legislation, policies, and protocols that support program delivery.
- Maintain accurate records and documentation and manage caseloads effectively.
- Participate in team-based activities that improve the quality and operations of the service.

What you will bring to the role:

Education:

- Bachelors in Psychology, Social Work or Child and Youth Care.
- Minimum of 3 years of work related experience required.
- An equivalent combination of training, education and experience may be considered.

Skills/Knowledge

- Knowledge of child development and a commitment to strength based practice.
- Knowledge of the principles of adult education.
- Knowledge of Microsoft Office software and comfort with multi-media and digital applications.
- Knowledge of culturally competent practice.
- Demonstrated ability to work with diverse populations.
- Demonstrated oral communication and interpersonal skills.
- Demonstrated interviewing and active listening skills.

Experience

- Experience working with parents, families, and/or young people in a supportive and/or therapeutic role.
- Understanding of people's lived experience of mental health conditions.

Values

- Openness to receiving feedback and integrating that feedback in a timely way.
- Commitment to participating in ongoing learning with a team of colleagues.
- Commitment to following evidence-based intervention protocols.
- Commitment to meet families where they are at by working flexible hours that include evenings and/or weekends.
- Able to practice from a non-judgmental, flexible, and creative perspective when working with families experiencing challenging circumstances.

Working Conditions

- Located in the heart of downtown Victoria in a heritage building close to bike paths, the successful candidate will be required to work 37.5 hours a week. Some evening and weekend work is required.
- Due to COVID- 19, working from the office is voluntary at this time and the work might be completed remotely.
- The Parent Support Coach is a unionized role with the Health Science Professionals Bargaining Association. The role is at Grid Level 8 benchmark with an hourly rate of \$31.36

How to Apply:

Please submit your resume along with a cover letter, clearly documenting how you satisfy the requirements outlined in this job posting to cmha.careers@cmha.bc.ca by 5 p.m. Monday November 16, 2020. We regret that only short-listed candidates will be contacted to schedule an interview.

ABOUT US

Founded in 1918, The Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. As the nation-wide leader and champion for mental health and addiction, CMHA helps people access the community resources they need to build resilience and support recovery from mental illness and/or addiction.

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. Lived experience of mental illness is considered an asset.