

JOB OPPORTUNITY

QUALITY ASSURANCE and TRAINING COORDINATOR ***BOUNCEBACK: RECLAIM YOUR HEALTH***

ABOUT THE JOB

The Bounce Back Quality Assurance and Training Coordinator provides operational support for the *Bounce Back: Reclaim Your Health* Program delivered across the province. The Quality Assurance and Training Coordinator monitors and supports community coaches to deliver a telephone-based structured self-management program for anxiety and depression, for adults and youth.

DUTIES AND RESPONSIBILITIES

- Participate as part of the project team, providing operational input into the development, implementation and interpretation of program policies and procedures, when required.
- Liaise with the Bounce Back Program coaches at branch sites, including conducting regular telephone consultations to discuss common areas of challenge and to ensure adherence to policies and procedures.
- Answer basic coach questions about documented and established policies and procedures, and refer them to their supervisors or clinical team as required
- Troubleshoot on technical and procedural matters
- Identify and recommend to Manager and clinical team new/additional training needs for coaches, as raised by coaches and coach supervisors in email and phone consultations
- When training priorities are approved and finalized, participate in the planning, coordination and evaluation of coach professional development/learning events, both annual and ad-hoc
- Be a primary resource person about stages of technical onboarding for new coaches during their initial 12 weeks of formal training to support coaching calls
- Train coaches on database entry and troubleshoot database problems
- Maintain participant database system, identify needs and update technical training and procedures after changes are implemented; discuss major issues with National Manager
- Ensure the integrity of the database and follow all relevant privacy legislation and program protocols in the event of a privacy breach
- Participate in Participant Advisory Committee meetings
- Provide support to National Manager around other evaluation activities, as required
- Perform additional duties as required.
- Apply the Agency's Diversity Lens and Framework for Support in all assignments associated with this role.

ABOUT YOU

Education

- Bachelor's degree in Social Work, Psychology, Public Health or related discipline.
- Knowledge of cognitive-behavioural therapy principles an asset

Experience

- Minimum two years' experience in the mental health field, ideally in a direct service role.
- Experience working and providing feedback through non face-to-face methods.
- Experience doing consultations with large, diversely-located teams and/or in customer service
- Experience with quality assurance and policy or procedure implementation
- Experience with planning and logistics related to hosting learning events
- Experience with training around databases and technical systems in a health setting
- Personal experience with mental health issues and services, through self or loved ones, is an asset.

Skills and Abilities

- Excellent interpersonal and problem-solving skills
- Excellent verbal, facilitation and written communication skills.
- Ability to be responsive in the moment and think more strategically to identify themes and trends
- Must have excellent time-management and organizational skills and be able to coordinate and respond to multi-site requirements in a timely manner.
- Strong computer literacy skills including Microsoft Office, database management, and teleconference/videoconference platforms
- Ability to work collaboratively with other team members and also have the ability to work with minimal supervision

WORKING CONDITIONS

- This position is located at CMHA BC Division office in downtown Vancouver.
- Due to COVID -19, working from the office is voluntary at this time and the work might be completed remotely.
- This is a temporary casual position until June 31, 2021.
- The role is a 0.5 FTE and it is 19 hours work per week. Most work is accomplished during usual 8:30 am to 4:30 pm business hours.

The Bounce Back Quality Assurance and Training Coordinator is a unionized role with the Health Science Professionals Bargaining Association. The role is at Grid 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 December 28, 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 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.