



Job Posting

Confident Parents: Thriving Kids Intake Coordinator

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.

ABOUT THE JOB:

Reporting to the Intake Supervisor, and as part of the Intake/Exit team, the Confident Parents Intake Coordinator 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.

Duties and Responsibilities include but are not limited to:

- Ensure that clients are served in a timely manner according to program protocol;
- Schedule and 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;
- Apply the Agency's Diversity Lens and Framework for Support in all assignments associated with this role;
- Other duties as assigned.

ABOUT YOU:

You will have an undergraduate education (BA, BSW, BSc) in Social Work, Child and Youth Care or related human services field, along with 1-3 years of relevant experience. An equivalent combination of education, training, and work experience may be considered. You will also bring the following skills, knowledge and ability to the role:

- 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, along with knowledge of the mental health system in BC;
- Knowledge of specialized and personal computer systems and databases, Internet, and software applications, particularly Microsoft Office;
- Demonstrated ability to work independently, collaboratively, and under pressure to deadline.
- A strong attention to detail is required.
- Experience with telephone service delivery as well as 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 families. Experience in customer service and challenging situations an asset (where experience lacking, a high degree of emotional intelligence will also be accepted).
- Ability to communicate effectively, both orally and in writing;
- Resourcefulness and innovation to solve problems;
- Personal experience with mental health and/or addiction issues and services, through self or loved ones, is an asset in this role.

MORE ABOUT US

We offer a competitive salary and benefits package, along with flexible work hours and a friendly and engaging work environment. Located in downtown Vancouver, this 37.5 hour a week position will require flexibility to work some evenings and/or Saturdays.

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 by April 17, 2017. **NOTE: Please state Intake Coordinator in your e-mail subject line.** 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.