



JOB POSTING

Program Manager – Confident Parents: Thriving Kids

Reporting to the Senior Director, Operations, the Program Manager provides overall management of the protocol driven, evidence based program, *Confident Parents: Thriving Kids (CPTK)* which is delivered throughout British Columbia from the CMHA BC Division head office. The program is a family-focused coaching service, delivered by telephone, effective in reducing mild to moderate behavioural problems and promoting healthy child development in children ages 3-12.

The Program Manager ensures that the program is successfully meeting its mandate, while overseeing staff, operations and future program growth.

General Responsibilities:

- Lead implementation and evaluation of program intervention through collaboration with program originators and other relevant stakeholders, including funding partners;
- Ensure program delivery, including maintenance of client data, complies with relevant legislation, contract requirements and best practice standards;
- Cultivate and steward strategic partnerships for research, expansion and funding opportunities;
- Lead program expansion to support system change through the province;
- Lead, coach, support and manage performance of staff team of supervisors, coaches, intake workers and administrative staff;
- Develop and manage departmental spending based on program budget;
- Develop and oversee promotion and communication strategies to grow referral base;
- Oversee quality assurance measures and implement change as required;
- Develop and maintain a system for participant involvement and feedback;
- Prepare monthly, quarterly and annual reports as required
- The Program Manager may be required to carry a small caseload.
- Other duties as required.

Qualifications:

Education

- Master's Degree in Human Services, Business Administration or related discipline;
- Training in cognitive behavioural therapy is considered an asset;
- Training in research methodology and data analysis is considered an asset.

Experience

- 5-7 years' experience in program/project management role;
- A minimum of 5 years of direct supervisory or team leadership experience;
- Well versed in developing and maintaining data-collection and reporting mechanisms on program/project metrics;
- Budget development and oversight;
- Grant writing or case for support development experience is an asset;
- Clinical experience is an asset

Skills and Abilities

- 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;
- 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 and trouble-shooting various technical systems related to telephonic and video delivery mediums;
- Familiarity with the Brief Child and Family Phone Interview, particularly from a data collection and analysis perspective, is considered an asset.

This is a regular full time position with a normal work week of 37.5 hours. The candidate will need to maintain flexible scheduling, and some travel will be required. The position is located at CMHA, BC Division's office in downtown Vancouver, close to Skytrain.

Application Process:

Please submit your resume and cover letter in PDF format to human.resources@cmha.bc.ca. The posting will remain open until the position is filled. 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.