

CAREER OPPORTUNITY

Administrative Support Coordinator

ABOUT THE JOB

This position will provide administrative support to BounceBack®: Reclaim your Health, a structured self-management program for anxiety and depression. The Administrative Support Coordinator will be responsible for administrative and technical support tasks to assist with the day-to-day operations and needs of the program. While the majority of the work will be for the BC provincial program, this role will include tasks related to other provincial BounceBack® programs.

DUTIES AND RESPONSIBILITIES

Responsibilities include but are not limited to:

- Provides administrative support to Program Manager on project duties such as producing program documentation, updating key documents and contracts, and gather input to update materials and strategies legal documents and contracts and producing marketing materials and strategies.
- Makes logistical arrangements for meetings connected with Bounce Back, CMHA Branches, key stakeholders and other relevant parties, at the direction of the Program Manager, including larger discussion forums, and provides follow-up required after meetings.
- Organizes and maintains meeting notes and other records according to established standards and procedures.
- Responds to routine information requests related to the Bounce Back® program and appropriately routes more complex requests to relevant staff.
- Responds to technical, and database queries as they relate to Bounce Back® or other programs.
- Assist with coordinating and maintaining effective program document storage, organization and migration.
- Support Quality and Training Assurance Coordinator with updates on electronic medical record platform based on program need and new projects.
- Work closely with the Program Administrative Coordinator to support with processing referrals, data audits, processing incoming inquiries, completing record-access requests, and other administrative tasks.
- Coordinate technical and administrative logistics related to expanding BounceBack® in other provinces.
- Sustain relationships with BounceBack® administrative teams and coaches across the province and collate feedback to Manager.
- Assist with updating communication resources for coaches, participants, referrers, and the general public.
- Other administrative or technical duties as assigned.

ABOUT YOU

The successful candidate will bring well-developed administrative skills to organize, and administer office support functions. Must be able to demonstrate good interpersonal skills, oral and written communication, attention to detail, resourcefulness and excellent knowledge of office support technologies and programs including MS Office skills, video conferencing, and databases.

Qualifications & Experience

- Completion of a post-secondary degree/diploma in a relevant field and/or equivalent experience.
- A minimum of two years program or administrative support experience.
- Ability to exercise good judgment and work with sensitive, critical and confidential matters.
- Professional written and verbal skills with proven ability to communicate effectively, clearly and thoughtfully with all organization levels including the public, staff, consultants, CMHA Branch personnel, external agencies, and other partners.
- Previous customer/patient support experience is an asset, especially in the health field.
- Exceptional attention to detail and follow-through.

- Skills across the current range of office support technologies, primarily Microsoft applications, Network knowledge, Internet, videoconferencing, data management systems and electronic medical record systems.
- Demonstrated ability to work independently, collaboratively.
- Strong multi-tasking and organizational skills to prioritize, organize and meet deadlines.
- Demonstrates resourcefulness and innovation to solve problems.
- Balance of being goal- and task-oriented and also able to pivot quickly if a program need or opportunity arises.
- Personal experience with mental health problems, through self or loved ones, is an asset in this role.

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 March 31, 2021.
- Depending on the workload the hours will fluctuate between 30 hours (4 days) per week to 37.5 hours (5 days) per week. Most work is accomplished during usual 8:30 am to 4:30 pm business hours.

The Administrative Coordinator is a unionized role with the Health Services and Support – Community Subsector Association. The role is at Administrative Support 3, Grid 5 benchmark with an hourly rate of \$19.72

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.