



Job Opportunity National Manager – Bounce Back (Maternity Leave)

ABOUT THE JOB:

CMHA BC Division is looking for an energetic, creative and innovative individual to fill our National Manager, Bounce Back role during a maternity leave with an anticipated end date of November 15, 2021. In this position, you will provide overall management of the evidence-based flagship initiative, BounceBack®: Reclaim Your Health, including quality assurance and improved access to target populations. This intervention is delivered by community coaches who support participants to use cognitive-behavioural-therapy (CBT)-based self-management materials to address depression, anxiety and stress in youth and adults. The role has primary responsibility for BC operations but also plays a significant role in supporting other members of the CMHA federation in nation-wide expansion.

The work of this position will respect the following core values and principles:

- Embracing the voice of people with lived experience
- Promoting inclusion
- Working collaboratively
- Understanding the social determinants of health
- Focusing on the mental health needs of all age groups
- Using evidence to inform our work
- Accountability

Duties and Responsibilities include but are not limited to:

Strategic Planning

- Plan the delivery of the overall program in accordance with the mission, vision and the strategic goals of the society
- Develop and/or maintain new and adapted initiatives to support the strategic direction of the society
- Oversee the development, implementation and monitoring of the program's strategic plan, including progress on goals and objectives
- Develop and monitor the annual budget and operating plan to support the program
- Utilize a program evaluation framework to assess the strengths of the program and identify areas for improvement
- Develop and/or maintain new service delivery methods and tools based on emerging opportunities, technologies and participant feedback
- Source funding for program continuation and expansion
- Supervise program staff by providing direction, input and feedback.

Quality assurance and improvement

- Ensure effective, efficient program delivery and ongoing attention to quality improvement
- Oversee a community of practice among coaches, including but not limited to, regular virtual and periodic in-person training opportunities
- In collaboration with the Director, implement an evaluation and consultation plan at least bi-annually that solicits and acts on input from participants, branches and other stakeholders around program enhancements
- Work with CMHA branches to put in place systems to ensure program fidelity and accountability
- Ensure program materials are updated
- Identify and evaluate risks associated with program activities and recommend and take appropriate action to mitigate risks, including in areas such as privacy, safety, infrastructure, human-resource and other operational concerns
- Orient and support the onboarding of other CMHA provinces and territories across Canada ready to roll out the program in their regions

Promotion

- Liaise with Communications staff to develop a promotion/marketing plan and seek opportunities to promote the program through various media, in collaboration with Communications staff and branches
- Ensure data from the program is analyzed, developed into a case for support and shared periodically with the public and key stakeholders
- Seek out opportunities for presentations at strategic meetings and conferences at the provincial and national level
- Ensure endorsements and testimonials are solicited
- Ensure promotional materials and the BounceBack website are regularly updated
- Support the provincial work related to supported self-management and primary health care system re-design through participation at appropriate committees and tables

Contract Management

- Communicate with funders as outlined in funding agreements, including financial and narrative reports
- Ensure that the program operates within the approved budget by monitoring and approving program expenditures at provincial and branch levels, and recommending remedial action on variances
- Maintain regular and proactive contact with CMHA branch Executive Directors
- Execute contracts with CMHAs operating BounceBack sites outside BC
- Monitor and maintain contracts with outside consultants and contractors

Human Resource Management

- Implement the human resources policies and procedures of the society, including around performance management

Qualifications

Qualified internal candidates will be given first priority.

Education and Experience

- Master's degree in a relevant discipline
- Minimum of 5 years' experience in a comparable project/program management role
- Experience in the non-profit sector, ideally in a health or mental health context
- Background or experience delivering supported self-management or CBT-informed interventions
- Knowledge of and/or experience in primary health care contexts
- Supervision and contract management experience required

Knowledge, Skills and Abilities

- Project/program management and expansion excellence: highly organized, reliable, responsive, resourceful and innovative
- Strong written and oral communication skills
- Nonprofit program promotion ability including presentation delivery
- Developing and maintaining relationships with stakeholders and funders
- Working in a complex environment with complex relationships
- Cross cultural agility, ideally in a health or mental health context
- Ability to take direction and supervision
- Internet, web/videoconferencing and software skills in MS Office
- Financial management

Working Conditions

Our office is located in downtown Vancouver close to Skytrain and other amenities. The usual work week is 37.5 hours. Most work is accomplished during usual business hours, although the candidate will need to maintain some flexibility to be available during non-core hours relative to assignments. Some travel is required in this position. We offer a competitive wage and benefits package, flexibility and work/life balance environment.

Due to COVID-19, working from the office is voluntary at this time and the work can be performed remotely (within BC). However, when public health restrictions are lifted it is expected the candidate will work out of the Vancouver office at least periodically (minimum 3-4x a month).

This position will be filled as soon as possible and has an end date of November 15, 2021.

This position is in Wage Grid 14 in the Health Science Professionals Bargaining Association.

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. January 22, 2021. 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.