



Director, Education and Training
Canadian Mental Health Association, BC Division

Employment Type: Full-Time / Temporary to June 30, 2022, with Possibility of Extension
Work Locations: Victoria and Vancouver, British Columbia

At the Canadian Mental Health Association BC Division (CMHA BC), we understand that mental health starts with where you live, learn, work, and play. In other words, we strive towards a vision of mentally healthy people in a healthy society, and we are fully committed to mental health for all. Our work in mental health and substance use education, services, and advocacy has taken on a new urgency and meaning as we partner across sectors and agencies to respond to dual public health emergencies in BC.

We will soon be launching our new five-year strategic plan (2021-26) with a focus on ensuring our programs and services are as responsive as possible to the diversity of people in this province. At the core, our programs and services are designed to improve access to quality mental health support, while meeting people where they're at, before problems worsen to the point of crisis. We continually seek, review, and incorporate the feedback of people accessing our programs and services into our delivery to help keep our programs relevant and responsive to the diverse communities we serve. Quality is a central pillar of our work, and we apply the latest evidence and principles to drive quality improvement across our programs and services. And finally, we embrace the principle of co-design in partnership with people with lived and living experience as we develop and launch new offerings.

We are pleased to start recruitment for this exciting and transformative senior leadership role, charged with leading and strengthening our education and training portfolio, including (a) province-wide mental health and substance use education, information, and health literacy programs, (b) province-wide cross-sector workplace mental health programming and, (c) suicide care quality improvement across health and social care systems.

We are looking for an experienced leader, with a deep understanding and passion for the community mental health and substance use sector, who is committed to making an impact. If you have non-profit experience, expertise in the co-design, delivery, and improvement of mental health prevention and early intervention programs and want to be part of an organization committed to the transformation of mental health care in BC, we would love to meet you!



In this role, you will:

- Provide strategic and operational leadership for a management team focused on the effective and sustained delivery of the following programs:
 - **BC Partners for Mental Health and Substance Use Information**
A range of programs focused on mental health and substance use education, information, and health literacy built in partnership with other non-profit agencies.
 - **BC's Workplace Mental Health Hub**
A brand new virtual educational, training, and coaching program designed to help workplaces improve mental health and wellbeing
 - **Suicide Care Quality Improvement**
A multi-year quality improvement project designed to support system-wide transformation toward safer suicide care in health and social services systems
- Lead, coach, support, and manage the performance of a talented staff team of Program Managers, Supervisors, Coaches and Administrative Staff.
- Ensure oversight of operational quality, risk management and legislative compliance, contract adherence, and delivery against best practice standards for each of the programs and services within the portfolio of this role.
- Maintain strong relationships with funders and implementation partners to cultivate expansion and deepening of the reach of the Association's training and education programs.
- Lead implementation and evaluation of programs through collaboration with program leaders and other relevant stakeholders, including funding partners.

You'll be accountable for the following key areas:

Strategic Planning and Program Design

- Oversee short- and long-term design, development, and delivery of educational programs in external workforce training, and public and campus initiatives affiliated with the BC Partners for Mental Health and Substance Use Information, workplace mental health, and suicide care quality improvement.
- Plan the overall operation of the educational programs in accordance with the mission, vision, and the strategic goals of the Association.
- Co-design educational project plans, goals, timelines, and milestones by regularly and meaningfully collaborating with provincial partners in the BC Partners collaborative, the Workplace Mental Health Branch collaborative, BC's Workplace Mental Health Hub, and other relevant provincial working groups.



- Design infrastructure, training and support processes that build internal and community capacity around adult education and health literacy.
- Identify and implement new service delivery methods, tools and content based on emerging opportunities, trends, technologies, and user feedback

Partnership Support and Knowledge Exchange

- Oversee the development of content and approach by consulting with and engaging peer and professional experts, including populations who face greater health inequities.
- Identify, build, and maintain strong and sustainable relationships with communities and relevant organizations in the public, non-profit and private sectors.
- Participate actively as the lead agency representative in relevant networks and at strategic tables.
- Oversee the facilitation of regular training, orientation, and strategic support to relevant communities of practice.
- Collaborate meaningfully with CMHA branches in projects, priority-setting, and consensus-building.
- Develop and deliver effective mental health presentations at strategic senior tables
- Act as the Association's key subject matter expert (SME) related to mental health and substance use content to CEO and Board, CMHA branches, media, and other internal and external partners requiring an SME.
- Promote resources to key audiences across the federation.

Program Oversight, Risk Management and Quality Assurance

- Develop procedures, models, and comprehensive frameworks of delivery.
- Ensure effective, efficient program delivery and ongoing attention to quality improvement.
- Oversee the implementation and monitoring of the programs' strategic plans, including progress on goals and objectives.
- Set and continually manage project expectations with internal and external team members and service users.
- Develop best practices for project execution and management to ensure consistent quality, responsiveness, and accountability.
- Actively evaluate risks associated with program activities and take appropriate action and accountability to mitigate risks, including in areas such as privacy, safety, accuracy of clinical content, intellectual property, infrastructure, human-resources, and other operational concerns.
- Implement an evaluation and consultation plan annually that solicits and acts on input from service users, service providers and other stakeholders around program enhancements.
- Apply a program evaluation framework, with special attention to health equity and inclusion, to assess the outputs, outcomes and impacts of the programs; direct needed changes and improvements.



- Remain up to date with current trends in health literacy and adult education, health promotion, educational theory, best practices in workplace mental health, and suicide care quality improvement.

Contract Management and Fund Development

- Source, secure and steward government, foundation, and fee-for-service funding for all educational programs.
- Lead preparation of budgets and forecasts.
- Communicate with funders as outlined in funding agreements, including financial reports, and compelling narrative reports and proposals.
- Work directly with program managers to ensure that the programs operate within the approved budgets; recommend remedial action when necessary.
- Craft and administer contracts with consultants and vendors and memoranda of understanding with strategic partners.
- Act as an alternate authorized signatory for the Association.

Human Resource Management

- Select, hire, and train well-qualified managers.
- Supervise direct reports by providing direction, coaching and mentorship; influence them to take positive action and accountability for their assigned work.
- Administer human resources policies and procedures of the society, and collective agreements, including around performance management, appraisals, discipline, and grievances.
- Foster and encourage an environment which promotes a team approach to planning and development, service delivery and problem solving and that values psychological health and safety and diversity.

In this role, you will need to be:

- Passionate about mental health and wellbeing and knowledgeable about the non-profit sector.
- Experienced as an organizational leader and project manager with skills in strategic and operational planning along with program development.
- Very skilled at providing strategic advice in complex situations and easily adaptive to change.
- Able to engage and work collaboratively with others to determine and achieve long-term program goals.
- You are an excellent communicator with extensive experience in managing multiple teams, developing multi-year budgets, and streamlining operational processes.
- Aware of the importance and impact of early intervention programs in responding to mental health problems like depression, anxiety, and behavioural challenges.



- Committed to ensuring our programs are as responsive as possible to the diversity of the people we serve.

These qualifications and knowledge will be important for this job:

- Master's degree or equivalent training and experience, in a relevant discipline such as adult education or public health
- Knowledge of the principles and practices of public health, health education, knowledge translation, health literacy, particularly in multiple settings or with various populations
- Knowledge of the principles and practices of mental health promotion and mental disorder prevention and early intervention
- Knowledge of the mental health and substance use service systems in BC
- Knowledge of change management theories and their connection to effective education and engagement initiatives
- Knowledge of developing and maintaining data-collection and reporting mechanisms on program/project metrics.

And you'll need to bring these kinds of experiences and skills to be successful:

- At least 5-7 years progressive experience in a senior role with direct supervisory or team leadership experience, with the proven ability to lead, motivate, resolve conflict, and lead a high performing team in a unionized environment.
- Excellent project management and leadership skills, including project planning, resource and financial management, and effective communication skills for successful project delivery.
- Experience in not-for-profit sector, social services, or family services is a must.
- Budgeting, forecasting, and efficiently managing financial resources and multi-million-dollar contracts.
- Ability to establish and maintain effective and collaborative relationships and partnership with CMHA branches, communities, public interest groups, leadership in government organizations, labour, and leaders of organizations in the private and non-profit sectors.
- Providing strategic and timely advice to senior leadership.
- Ability to build and maintain effective working relationships with internal teams and external business units.
- Ability to prioritize high volumes of time-sensitive and confidential work to meet operational deadlines.



- Strategic and conceptual thinking and analysis, including ability to adapt programs and program delivery based on organizational or public need, outcome, or opportunity.
- Superior communication skills, both orally and in writing including plain language writing and editing and presentation and facilitation skills.
- Ability to work in a dynamic environment with changing priorities.
- Ability to function with a high degree of tact and diplomacy and handle sensitive and confidential information and matters in a trusted and responsible manner.
- Resourcefulness, judgment, and innovation to solve problems.
- Advanced presentation skills, comfortable presenting in front of multiple stakeholder groups in a variety of settings along with a keen understanding of group dynamics Researching and identifying funding sources, proposal writing, reporting to funders, and designing sustainable fee-for-service programs.
- Demonstrating cultural humility and agility, integrity and a commitment to equity, diversity, and inclusion (GBA+).
- Personal experience with mental health or substance use problems, through self or loved ones, is an asset in this role.

Working Conditions

- This position reports to the CEO and currently has 3 direct reports across the programs listed above.
- This is a full-time and permanent position based out of the Vancouver office. Working out of the Victoria office would also be considered for the right candidate.
- A mix of office and home-based work will be available subject to COVID-19 public health guidelines.
- The Director is an excluded role subject to the Compensation Reference Plan Salary Schedule of Health Employers Association of BC.
- This role will have the delegated authority to recruit, hire, and discipline up to and including termination.

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. June 21, 2021. Interviews are anticipated to take place the week of June 30, 2021.
- We regret that only short-listed candidates will be contacted to schedule an interview.



Canadian Mental
Health Association
Mental health for all

POSITION POSTING | Deadline June 21/21

- We sincerely thank you for your interest in work at CMHA BC Division.

We are an equity employer and encourage applications from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Métis people, people of all sexual orientations and genders, and others who may contribute to our further diversification.