

## EXTERNAL POSTING

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The Canadian Mental Health Association, Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness.

CMHA is currently accepting applications for the following position:

### **PROGRAM MANAGER - BILINGUAL (Permanent Full-Time)**

**Type of Position:** Permanent Full-Time

**Hours of Work:** 35 hours per week

**Pay Rate:** TBD

**Deadline for Application:** April 29, 2016 at 4:30 pm.

#### **Essential Minimum Qualifications:**

**Education:** Requires knowledge and skill acquired through the completion of a Masters Degree or equivalent in Social Work (MSW) or a related field.

**Experience:** A minimum of five years recent relevant clinical work with vulnerable individuals, specifically people who have a serious mental illness and other complex needs, such as housing issues, substance use disorders, a developmental disability and/or who have been in conflict with the law. A minimum of two years of supervisory experience is required for this position.

**Language:** Bilingual (English & French) essential.

**Vehicle:** A Valid Class G Driver's License and Means of Transportation are required for this position.

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**Other:** Strong research and writing skills. Training skills, experience and certification (e.g. NVCS, ASIST, Concurrent Disorders, etc.), and project management experience will be considered assets.

Please see the attached Job Description for a complete list of qualifications and specifications.

**Application Deadline:**

Please submit a resumé along with a covering letter indicating the position applied for to **Ms. Lisa McCullough** at [lmccullough@cmhaottawa.ca](mailto:lmccullough@cmhaottawa.ca) **no later than Friday, April 29 at 4:30 p.m.**

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

## PROGRAM MANAGER POSITION DESCRIPTION

### Canadian Mental Health Association OTTAWA BRANCH

**Title:** Program Manager

**Reports to:** Director of Operations

**Program:** Community Support Services

**Approved by:** Executive Director

**Date Approved:**

**Date Revised:** September 22, 2005

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#### **POSITION SUMMARY:**

Under the direction of the Executive Director, provides leadership in the overall management of the program which includes ensuring the delivery of high quality services to individuals who experience severe and persistent mental illness, are homeless or at high risk of becoming homeless and have co-occurring substance use disorders. The program is managed by a team of Program Managers.

#### **PRINCIPAL RESPONSIBILITIES AND DUTIES:**

##### **1. Program:**

- 1.1. Provides leadership in program development, planning ensuring that evidence-based practices are being applied.
- 1.2. Provides leadership in developing, implementing and evaluating program goals, objectives and outcomes.
- 1.3. Prepares program reports and funding proposals as required.
- 1.4. Participates in budget planning for program expenses.
- 1.5. Participates in Mental Health Community Support Services as required.
- 1.6. Participates in on-call rotation evenings and weekends.
- 1.7. Provides training as required.
- 1.8. Ensures the delivery of services that are respectful of clients', physical, social, cultural and emotional well-being
- 1.9. Ensures the delivery of services in a way that maintains worker and client safety
- 1.10. Ensures that organizational policy and procedures are adhered to at all times.

**2. Personnel:**

- 2.1. Provides leadership and direction to staff of the program including assignment and monitoring of caseloads; ensures competence and availability of staff, appropriate volume and nature of services to clients.
- 2.2. Provides a minimum of two hours a month of supervision.
- 2.3. Provides leadership in staff training and development in all sectors of the agency.
- 2.4. Provides leadership in building and maintaining a team approach to service delivery.
- 2.5. Provides leadership in integrating services across the agency.
- 2.6. Ensures that documentation is completed in a timely and comprehensive manner.
- 2.7. Ensures that all personnel records for team members are up to date and accurate.
- 2.8. Participates in the recruitment and selection of team members.

**3. Social action:**

- 3.1. Participates in the identification of issues related to improving the lives of individuals who experience mental illness.
- 3.2. Participates in community development, service coordination and social action activities and public relations both within CMHA and in partnership with other organizations and groups. Chair/ lead/ participate in relevant committees, and initiatives in collaboration with the community.
- 3.3. Prepares and/or participates in the development and presentation of information or briefs related to social and health policy analysis, research, service information, program models as required.
- 3.4. Provide information and referral services

**4. Administration:**

- 4.1. Participates in the overall management of CMHA through participation on the Management Team and other forums as required.
- 4.2. Participates in Direct Service management team.
- 4.3. Responsible for participating in the implementation of the vision, mission, and strategic directions of CMHA.
- 4.4. Responsible for participating in planning for changes as required within CMHA.

**Other duties may be assigned as required.**

**DISCLAIMER**

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required

Approved by the Executive Director:

Date:

