

# **CMHA, VANCOUVER-FRASER BRANCH**

## **Position Description**

<b><u>JOB TITLE</u></b>	<b>Program Manager, Peer Services</b>
<b><u>UNION</u></b>	<b>Exempt</b>
<b><u>CLASSIFICATION</u></b>	<b>CRP Range 9</b>
<b><u>REPORTS TO</u></b>	<b>Director, Recovery and Innovation</b>
<b><u>DIRECT REPORTS</u></b>	<b>Team Supervisor, Peer Support Peer Navigators (x5)</b>

## **MISSION STATEMENT**

*As the nation-wide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience and support recovery from mental illness.*

## **POSITION SUMMARY**

In accordance with established vision, mission, focus and values of the agency, the Program Manager, Peer Services provides operational and strategic leadership for the CMHA's Peer Navigator and Peer Support Programs. In collaboration with the Executive Director and the program's community partners, he/she ensures that the appropriate strategies, goals, objectives, and operational policies are developed, implemented and evaluated. He/she also provides direct supervision to the Team Supervisor, Peer Support and the Peer Navigators. The Program Manger ensures that all program staff have the training and resources to meet their personal goals and objectives.

Specific responsibilities are engagement, development and continuous assessment and implementation of peer programs, including operational oversight of the activities, staff support and training, program evaluation, outcome management and quality assurance.

## **DUTIES AND RESPONSIBILITIES**

### ***Recovery-Oriented Psychosocial Rehabilitation Programming***

- Engenders positive energy, creativity and teamwork among employees and provides a psychologically healthy and safe workplace;
- Champions implementation of the Recovery Centered Clinical System in the peer services programs;
- Develops, implements, and evaluates program strategies, goals, objectives, operational procedures, policies and curricula that are included as deliverables in programs contracts and that meet or exceed accreditation standards;
- Ensure outcome and output data for all peer services programs is collected and reported on according to established internal and funder timelines;
- Develops and implements operational and program policies, procedures;
- Recruit, hire, orientate, train, promote wellness among, evaluate performance, conduct performance planning, supervise, schedule (including approving overtime if required and

within budget), progressive discipline (up to and including dismissal) and provide overall support to employees in the housing programs;

- Provides liaison between CMHA and the programs' community partners, ensuring that there is agreement and understanding of the service's policies and goals. Provides support to staff in resolving local issues that may arise with community partners.
- Ensures that program promotional materials are produced and distributed.
- Represents the program and CMHA at community groups and committees, providing education and consultation regarding the Recovery Centred Clinical System, recovery-oriented PSR, and peer support models.
- Provides ongoing support and training at the job site, by telephone, through one-to-one coaching and by facilitating group meetings;
- Ensures close and ongoing communication with the staff regarding individual service plan development.
- Ensures the coordination of participant's departure from the programs, including file closures and referrals to further community, educational and training resources as needed;
- Maintains up to date information on recovery, PSR and peer support;
- Ensures that regular program evaluations are compiled and distributed.
- Ensures reporting to funders is accurate, completed and delivered in a timely manner.
- Ensures that team colleagues have regular meetings and share caseload information.
- Supervise, train and evaluates performance of practicum students, program volunteers and other temporary staff.

### **STRATEGIC LEADERSHIP**

- Monitors existing community peer services initiatives, identifies program needs and opportunities through community consultation (including with internal program steering and advisory groups) and by undertaking needs assessment activities. Reports findings to the Director, Recovery and Innovation
- Develops and recommends the strategic goals of the peer services programs, analyzing and balancing community needs, funding opportunities, overall CMHA strategic goals, and other relevant factors.
- Represents the peer services programs within CMHA, to funding bodies and organizational stakeholders, and generally to the wider community.
- Develops and maintains relationships with leaders in the peer services/peer support workers field in the Branch's region.

### **BUDGETING**

- Working in close partnership with Accounting and the Director, Recovery and Innovation, develops annual capital and operational budgets as well as long-term capital budgets;
- Reviews monthly financial reports and financial forecasts to ensure spending is within budget, make adjustments to bring it back in line with budget and flag significant discrepancies for the Director, Recovery and Innovation;
- Maintains excellent knowledge of contract and funder requirements.
- Meets regularly with funders to maintain positive working relationships

### **GENERAL**

- Attends monthly staff meetings, committee meetings and others as required;
- Submits regular activity reports, timesheets, expense forms, etc. as required;
- Reinforces and models work-related behaviour and interpersonal skills;
- Represents the agency in a professional manner;
- Provides cover for other program staff as appropriate and required;

- Completes First-Aid, Non-Violent Crisis Intervention Training, and Suicide Awareness Training and/or any other training as deemed appropriate by the employer;
- Other related duties as appropriate and required.

## **QUALIFICATIONS, SKILLS & ABILITIES**

- A masters degree in a health or social services field and current designation as a registered rehabilitation professional with a recognized association;
- Additional education or training in leadership;
- Minimum 5 years supervisory and program coordination experience, including at least 3 years of recover-oriented Psychosocial Rehabilitation programming for individuals with a serious mental illness;
- Demonstrated budget setting, monitoring, and problem solving abilities;
- Experience working with and/or managing Peer Support Workers;
- Working knowledge of recovery-oriented Psychosocial Rehabilitation (PSR) principles and best practices;
- Working knowledge of cognitive behavioral therapy principles and ability to translate them into non-clinical settings;
- Demonstrated program evaluation, continuous program improvement and research skills;
- Ability to work effectively as part of a team as well as independently;
- Excellent communication skills, both written and verbal;
- Demonstrated skill in word processing and spreadsheet computer applications Working knowledge of cognitive behavioral therapy principles and ability to translate them into non-clinical settings;
- Fluency in a second language is an asset;

## **CONDITIONS OF EMPLOYMENT**

- Possesses a valid BC driver's license and has use of a personal vehicle during working hours.

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Last Updated May 2015