

- Job Title** Program Manager, Peer Services
- Union** Exempt management
- Classification** CRP Range 9
- Reports to** Director of Recovery and Innovation
- FTE/Hours** 1.0 – 35 hours per week, minimum; Monday-Friday 8:30am-5:00PM
- Apply To:** hr.vf@cmha.bc.ca
Email title: Application: Program Manager, Peer Services

Our Mission

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

Job Summary

CMHA, Vancouver-Fraser Branch is seeking a highly motivated, team-oriented, and innovative program manager to lead the agency's peer-led programs. This is an exciting opportunity to develop existing programs while advancing the work of peer support and peer navigation within the mental health and substance use sector. The successful incumbent will be an advocate for recovery-oriented and peer-supported practice and policies within the Branch and in the broader community. They will also be committed to and very effective at maintaining their mental wellness and boundaries while role modeling the importance of this to their team.

In accordance with established vision, mission, focus and values of the agency, the Program Manager of Peer Services provides operational and strategic leadership for the CMHA's peer-led programs and services. In collaboration with the Director of Recovery and Innovation, the Executive Director, and the program's community partners, they ensure that the appropriate strategies, goals, objectives, and operational policies are developed, implemented and evaluated. They also provide direct supervision to the Peer Navigator team and other peer-led agency initiatives. The Program Manger ensures that all program staff have the training and resources to meet their personal goals and objectives. Specific responsibilities include 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:

- Promotes positive energy, creativity and teamwork among employees and provides a psychologically safe and workplace.
- Champions implementation of the Recovery Centered Clinical System in the peer-led programs; models and trains staff to employ approaches of psychosocial rehabilitation.
- Develops, implements, and evaluates program strategies, goals, objectives, operational procedures, policies and curricula that align with required deliverables, targets and all other contractual obligations, 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;
- Recruits, hires, orientates, trains, promotes wellness among, evaluates performance, conducts performance planning, applies progressive discipline (up to and including dismissal), supervises, schedules (including overtime approval if required and within budget), provides support to employees, and manages all other aspects of the employee lifecycle.
- Acts as 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 to resolve 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 and remotely, including one-on-one coaching and facilitating group meetings and activities.
- Ensures close and ongoing communication with the staff regarding client's individualized service plan development.
- Supports and coordination client'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 regular program evaluations are compiled and distributed, and that reporting to funders is accurate, complete and delivered in a timely manner.
- Ensures that team colleagues have regular meetings and share caseload information.
- Holds a caseload of 10-15 clients and provides them with ongoing one-on-one Peer Navigation support.

Strategic Leadership:

- Monitors existing 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 in general within the wider community.
- Develops and maintains relationships with leaders in the all peer services within the Branch's region.

Budget Management:

- Working in 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 identified budgets; adjusts expenses as needed to balance budgets, and flags significant discrepancies for Accounting and Director.

- Maintains excellent knowledge of contractual obligations and funders requirements.
- Meets regularly with funders to maintain positive working relationships.

General:

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

Qualifications, Skills and Abilities

- A post-secondary 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 mental health leadership.
- A 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.
- Working knowledge of recovery-oriented Psychosocial Rehabilitation (PSR) principles and other evidence-based best practices.
- Demonstrates strong ability to manage and monitor expenses to maintain balanced budgets.
- Strong, effective and efficient problem-solving and leadership skills, and direct experience working with and/or managing Peer Support Workers.
- Working knowledge of cognitive and dialectical behavioral therapy principles and ability to translate them into non-clinical settings.
- Ability to conduct ongoing program evaluation and continuous program improvements; strong research skills.
- Works effectively as part of a team as well as independently.
- Excellent written and verbal communication and conflict resolution skills.
- Strong working knowledge of Windows 10 including Microsoft 365 (Word, Excel, Outlook, Forms, etc.), Chrome, Zoom, and all other required systems.
- Fluency in additional languages is an asset.

Conditions of employment

Ability to provide or obtain the following upon hire:

- First Aid OFA level 1
- Non-Violent Crisis Intervention Training
- Suicide Awareness Training (ASIST)
- All other training deemed appropriate or required by the employer
- Ministry of Justice Criminal Record Clearance
- Covid-19 Vaccination Status and other required vaccination records

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