



Canadian Mental
Health Association
Vancouver-Fraser
Mental health for all

Association canadienne
pour la santé mentale
Vancouver-Fraser
La santé mentale pour tous

CMHA VANCOUVER-FRASER

Position Posting

Job Title:	Program Administrative Assistant – Bounce Back Program
Union:	HEU
Classification:	Community Collective Agreement Grid 5, \$20.50 to \$22.64 per hour
Reports To:	Bounce Back Program – Team Lead
FTE:	1.0 Full-Time (35 hours per week), Permanent
Location of Work:	New Westminster Office
Start Date:	ASAP
Application Deadline:	Friday, March 24, 2023
Apply To:	Judy Gray, Director of Mental Health Promotion Judy.gray@cmha.bc.ca

WORKING AT CMHA-VF

CMHA-VF is committed to employment equity and prioritizes the hiring of individuals from underrepresented groups including trans and gender diverse persons, Indigenous/Two-Spirit people, people of color and people with disabilities.

We provide our employees with:

- A defined benefit pension plan;
- Extended health and dental benefits;
- Paid sick leave and long-term disability insurance;
- Group life insurance;
- Three weeks' vacation starting in the first year of employment;
- Excellent learning and development opportunities;
- A diverse and inclusive work culture; and
- A flexible work environment.

Vancouver Office 110 - 2425 Quebec Street, Vancouver, BC V5T 4L6
New West Office 233 – 610 Sixth Street, New Westminster, BC V3L 3C2
Delta Office 4871 Delta Street, Delta, BC V4K 2T9
Website vf.cmha.bc.ca

Tel: 604-872-4902 Fax: 604-872-5934
Tel: 604-516-8080 Fax: 604-872-5934
Tel: 604-943-1878





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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

The Program Administrative Assistant supports our 'BounceBack® Reclaim Your Health' program, helping adults and youth bounce back from low mood, stress and anxiety. Providing administrative and program support, the individual will work with a team of 9 Bounce Back Coaches and one other Program Administrative Assistant. Based at our New Westminster office the individual will also provide reception service for general calls and office visitors.

DUTIES AND RESPONSIBILITIES

- Performs word processing that includes inputting client information, maintaining relevant registers, updating manuals, reports, charts, tables, correspondence and presentation materials, using a variety of software applications and systems such as Input Health, word processing, spreadsheets, graphics, databases and PowerPoint;
- Sorts and distributes mail and receives incoming bulk shipments, completes forms for signature and package items for shipping;
- Answers general inquiries on behalf of the program and the agency by telephone/emails/in person from a variety of sources such as clients, doctor's offices, WorkSafeBC and the public and provide direction and general information about programs, policies and community resources;
- Assists with the program client intake process, including the scheduling of sessions with coaches;
- Contacts participants to cancel sessions when coaching staff call in sick;
- Helps to compile and distribute promotional materials and other promotional activities for the program;
- Arranges meetings, record minutes and distributes as required;
- Compiles monthly promotion reports and quarterly material orders for CMHA BC Division;
- Coordinates work duties and activities with other program administrators and program team leads;
- Provides co-ordination for office maintenance and repair requirements;
- Provides co-ordination for office supply ordering, receiving and maintains inventory;
- Completes First-Aid, Non-Violent Crisis Intervention Training, Suicide Awareness Training and any other training as deemed appropriate by the employer;
- Submits regular activity reports, timesheets, expense forms etc. as required;
- Reinforces and models work-related behavior and interpersonal skills;
- Represents the agency in a professional manner;
- Provides coverage for other program staff as appropriate and required; and
- Other related duties as appropriate and required.

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POSITION REQUIREMENTS

- Certificate in office administration, accounting or related discipline or a combination of equivalent education and experience;
- Minimum 1-year recent and related administration experience, preferably in a health related or not-for-profit organization;
- Demonstrable knowledge of mental health issues and community resources in the Vancouver-Fraser region;
- Computer skills including use of Microsoft Office suite of software, databases, client record management software (Input Health desirable), Outlook and internet browsers;
- Proven ability to work independently and take initiative as required as well as work in a close team driven environment;
- Ability to work efficiently under time pressures while dealing with multiple tasks and various staff requests simultaneously;
- Excellent interpersonal skills needed to interact with internal and external clients;
- Demonstrate strong organizational skills and attention to detail; and
- Ability to exercise confidentiality and discretion at all times essential.

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