



**Canadian Mental
Health Association**
Vernon & District
Mental health for all

Job Title: Youth Integrated Service Manager
Facility: Canadian Mental Health Association
Reports To: Executive Director
Bargaining Unit: Exempt
Grid/Wage: \$58,000.00 - \$65,000.00
Classification: Regular Full Time (37.5hrs/week)

JOB SUMMARY

The Manager is responsible for leading and coordinating the establishment of a new Youth Integrated Service Hub (YISH). This involves creating and implementing a project plan, a clinical service model, thorough engagement with youth, families and community members. The Manager works with consultants, such as architects, contractors and designers, and with stakeholders, including senior health system staff. They develop strong, collaborative relationships with local partners, youth, families and other members of the provincial youth-based community network. They inspire others to achieve goals and deliverables through facilitation, effective communication and addressing potential barriers to success. The Manager communicates with all levels of staff and management to facilitate consensus, consult, negotiate and share information. Upon launch of the YISH, the Manager oversees operations and functionality of the Centre.

Duties and responsibilities include but are not limited to:

- Collaborating closely with the Senior Leadership team, leads the creation and implementation of a complex, multi-stakeholder project plan, including governance structures, a capital project, a clinical service model, youth and family engagement.
- Leads the convening of local partners, including health and social services system partners, Indigenous partners and youth and family advisors, forming youth governance groups to advise on and participate in the creation and operations of the YISH.
- Supervises and liaises with consultants, contractors and project coordination staff to ensure the project plan is proceeding toward a timely opening of the hub.
- Acts as the primary point of contact for CMHA Vernon during the establishment of the YISH;
- Creates agendas for and attends regular project meetings, participates in knowledge exchange calls and travels to occasional provincial gatherings, training opportunities or events and ensures relevant Lead Agency staff are involved in these activities.
- Ensures meaningful youth and family engagement is integrated throughout the project, from the outset of planning through to the opening of the YISH;
- Working closely with Director of Strategic Operations and Executive Director, creates detailed project charter and project plans outlining goals, objectives, timelines and project deliverables.
- Tracks project progress according to project plan, monitors and reports on the status of projects and major issues, makes recommendations on projects scope changes, seeks consensus and proceeds as appropriate.

- Implements effective processes to assess project risks, identify risk mitigation strategies and monitor risk throughout the life cycle of the project.
- Working with Director of finance, develops a budget plan that meets the goals and objectives of the project, monitors expenditures, identifies financial issues, seeks to adhere to budget or take corrective action.
- Recommends and/or negotiates contracts for provision of goods and services as required.
- Communicates with stakeholders, project sponsors and Senior Leadership on the scope and status of the project, benefits to stakeholders and others, obligations, responsibilities and changes in processes and ensures questions and concerns are addressed.
- Manages staff by performing duties such as providing coaching, feedback and evaluation, determining training requirements, and orienting new staff.
- Undertakes selection of staff through the screening, interviewing, and scoring process.
- In collaboration with Human Resources Manager, and in alignment with CMHA policy and procedure, carries out discipline and discharge including verbal and written warnings, suspensions and termination as required.
- Coordinates and leads weekly or biweekly team meetings; and
- Performs other related duties as assigned.

Qualifications:

- A bachelor's degree in relevant discipline.
- 7–10 years of recent, related experience in a health care setting that includes managing large-scale, multi-stakeholder projects, leading service operations and facilitating and managing consultation processes with a wide range of stakeholder groups.
- Experience working in health, social services or integrated youth services, either in an operational management or clinical leadership role; and
- Experience working with youth or family members with lived or living experience with mental health and/or substance use concerns.

Skills and Attributes:

- Knowledge of project management and change management principles and methodologies and ability to coach and coordinate staff.
- Effective communication skills to function within a complex interdisciplinary, cross-sectoral environment involving government, health, non-profit and client stakeholders.
- Ability to exercise tact and diplomacy, present as a leader and act with humility when working with partners and stakeholders from across systems and with various backgrounds and perspectives.
- Ability to respectfully empower youth and families, including individuals with lived and living experience with mental health and/or substance use concerns, to ensure their voices and perspectives remain central to the project.
- Ability to use initiative, vision, independent thinking and creative problem-solving abilities to implement project plans and complete projects.
- Effective facilitation, persuasion and negotiation skills to achieve consensus, resolve conflict and achieve desired outcomes.
- Ability to work effectively under time pressure to meet deadlines, balance work priorities and resolve problems in a timely, respectful and creative manner; and
- Functional knowledge of word processing, spreadsheet, presentation, project management and database applications.

CMHA Vernon is committed to building an inclusive workplace and community and seeks candidates who share our commitment to equity, diversity, and inclusion.

Please send your resume to careers@cmhavernon.ca