



JOB POSTING

Team Lead, 211 Community Resource Department Permanent Fulltime Position

Salary Range: \$44,409 - \$55,654 annually with extended health benefits

35 hours per week

8:30 – 4:30 pm, Monday - Friday

Canadian Mental Health Association – Edmonton Region is a 'go to' non-profit organization that envisions mentally healthy people in caring communities. We increase awareness and understanding of mental health, mental illness, recovery and suicide prevention through education. We support resilience and recovery of people in distress and those affected by mental illness or suicide by providing crisis intervention; suicide grief and family support; safe, long-term and affordable housing; peer support; advocacy and wayfinding; and meaningful volunteer opportunities.

211 is an AIRS accredited 24-hour information and referral line that connects people to resources in their community. The 211 Community Resource Department (CRD) works with community partners to describe their services in a way that callers can easily find the services they are looking for. The 211 CRD manages the information and referral data utilized by 211. The CRD Team Lead oversees a team of dedicated and enthusiastic 3-5 Community Resource Specialists who identify and research new and updated community services information to respond to changing needs and resources of communities served. The incumbent should be motivated to seek out and share resource information, support the needs of 211, and to bring the benefit of 211 services to all Albertans.

Responsibilities:

- Oversee the maintenance and growth of the 211 database
- Coordinate data collection projects with multiple stakeholders
- Supervision of team of 3-5 community resource specialists and performance management to meet department goals and targets
- Ensure CRD's adherence to AIRS accreditation standards including the oversight of database taxonomy
- Ensure word processing documents adhere to CMHA Logo and Visual Identity Standards
- Develop and document procedures for database management
- Work closely with 211 and other helplines staff to ensure information needs are being met
- Liaise with community agencies and initiatives
- Respond to inquiries and questions regarding the database and publications
- Coordinate the production and publishing of the annual Tough Times Handbook and additional publications
- Maintain working relationships with regional data partners and community agencies and services
- Troubleshoot database issues

Qualifications:

- Relevant post-secondary education in a related field (Project Management, Library and Information Studies, Social Work, Community Development, Psychology)
- Experience in project management
- Demonstrated aptitude for effective leadership of staff
- Extensive knowledge and curiosity about the human services network in Alberta
- Strong coaching and mentoring skills; ability to provide constructive feedback
- Excellent written and oral communication skills
- Ability to work both independently and as a team member
- Ability to set priorities and allocate time and resources effectively
- Strong working knowledge of database management principles, including taxonomy
- Comprehensive understanding of website navigation
- Successful attainment and maintenance of AIRS Certified Resource Specialist designation or willingness to work towards the designation
- Non-judgemental attitude in dealing with others
- Personal alignment with agency values

Forward your resume and cover letter to swright@cmha-edmonton.ab.ca. **Application deadline is August 25, 2017 or until a suitable candidate is found.** Only those candidates selected for an interview will be contacted. Thank you for your interest in Canadian Mental Health Association-Edmonton Region and our programs.