



Canadian Mental
Health Association
Edmonton
Mental health for all

JOB POSTING

Community Resource Specialist Permanent Full-time Position

Salary Range: \$41,061 - \$57,324 annually with extended health benefits

35 hours per week

8:30 am – 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. Community Resource Specialists identify and research new and updated community services information to respond to the 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:

Information and Referral Resources

Maintains digital information records in a computerized database of community, government and social services to ensure easy availability of current, accurate information by:

- Identifying and researching new and updated information on community services
- Ensuring new and updated information is entered in database
- Ensuring data is entered accurately, consistent and within the data standards
- Ensuring consistent application of taxonomy
- Identifying and reporting issues surrounding the display of records, ease of use, and operation of agency-used information and referral databases
- Developing, documenting and updating procedures for records management (digital and paper)
- Consulting with program staff on their information needs
- Supplying new and updated information to agency staff and volunteers
- Participating in examining policy regarding inclusion/exclusion criteria

Represents the Information Services program on committees or at meetings, as appropriate, by:

- Liaising with community agencies, and partnered agencies
- Responding to inquiries regarding the database and publications

Qualifications:

Education and Experience:

- Post-secondary education in a related field or equivalent combination of education/training/experience
- Experience in applying data standards to data entry and records management
- Experience in the use of information and referral systems including taxonomy

Skills, Abilities and Attitude:

- Strong computer skills, above average keyboarding skills
- Strong written communication skills, proofreading and editing skills
- Ability to work independently, set priorities and allocate time and resources effectively
- Ability to maintain effective, cooperative working relationships with other staff and volunteers
- Ability to deal effectively with the public and community agencies and maintain good public relations
- Ability to research, assimilate, organize and summarize information
- Strong attention to detail
- Strong understanding of data entry principles
- Ability to troubleshoot
- Good working knowledge of MS Word and Excel

Other Key Information:

- A key position in developing and maintaining a positive public image for the agency
- Accuracy, timelines and quality of work produced are of considerable importance

Forward your resume and cover letter to hr@cmha-edmonton.ab.ca. **Application deadline is Sept. 19, 2018 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.