

Team Lead, Crisis and Navigation

Job Posting

Job Title: Team Lead, Crisis and Navigation
Position Type: Permanent Full-time
Hours: Monday – Friday 8:30am – 4:30pm (occasional evening and weekend work required)
Salary/Wage: \$41,061.00 – \$57,324.00
Closing Date: September 22, 2019

Organization Summary

CMHA-Edmonton is a 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 the resilience and recovery of people in distress including those affected by mental illness or suicide by providing crisis intervention; safe, long-term and affordable housing; peer connections; suicide grief and family support; advocacy and wayfinding; and providing opportunities to improve your wellness.

Join us and make a difference in the lives of individuals and families affected by mental illness and stressful situations including abuse, violence, and suicide.

Job Summary

Reporting to the Manager, Crisis & Navigation Support Services, the Team Lead, Program Crisis and Navigation is responsible for assisting with the activities necessary to ensure the effective and efficient operation of the Distress Line and 211 programs. 211 provides 24-hour information and referral to a wide range of non-emergency social, health and government programs. The Distress Line provides 24-hour confidential, short term, crisis intervention, emotional support and connection to resources. The position is responsible for the supervision, staff scheduling and face to face support for casual and relief staff that assist in the ongoing functioning of both programs. The Team Lead will undertake program evaluation activities including the development of evaluation tools, information gathering processes, data analysis and reporting. It will also answer Distress Line and 211 calls during periods of high volume or staff absences. The Team Lead will work closely with other Team Leads to ensure a consistent approach to staff and volunteer support as well as implementing organizational and program policy and procedure is maintained.

Qualifications/Experience

- Related post-secondary Diploma (in a Social Science preferred)
- Minimum of 3 years experience in a client/customer service role where high volume, stressful and/or difficult situations are regularly encountered
- Previous experience conducting data analysis and evaluation activities is preferred
- Successful Completion of Gender Based Analysis + Training and Brain Story Certification
- Successful completion of the Distress Line Training
- Successful attainment and maintenance of:
 - Information and Referral Specialist Certificate
 - Crisis Worker Certificate
- Acceptable attainment and maintenance of a Police Information Check with a Vulnerable Sector Check and an Intervention Record Check

Skills/Abilities

- Strong interpersonal, verbal and written communication skills, including excellent telephone skills to ensure callers' needs are determined and met
- Ability to work effectively in a stressful environment, deal with difficult situations and respond in a composed manner
- Positive, helpful attitude towards assisting clients
- Demonstrated understanding of: mental health; mental illness and recovery; information and referral services; and crisis intervention
- Demonstrated supervisory abilities and an understanding of the objectives of the Distress Line and 211 line and the organization
- Analytical, data analysis and program evaluation skills and abilities
- Demonstrated abilities in program management and delivery
- Ability to work independently, set priorities, meet deadlines and allocate time and resources effectively
- Organizational and problem solving skills with a keen attention to detail, a high degree of accuracy, and excellent time management and prioritization skills
- Skills and abilities in the operation and functioning of a contact centre
- Excellent keyboarding skills and the ability to effectively use Microsoft Office and other program software
- Ability to deal effectively with the public and community agencies and maintain good public relations

Apply, with cover letter and resume, to:

hr@cmha-edmonton.ab.ca

CMHA values diversity and welcomes applications from First Nation, Inuit and Metis, New Canadian, racialized, differently abled and LGBTTQIA+ communities.

We thank everyone for their interest and will only reply to those individuals who will be contracted for an interview.

Thank you for making mental health matter.