



**Canadian Mental
Health Association**
New Brunswick
Mental health for all

**Association canadienne
pour la santé mentale**
Nouveau-Brunswick
La santé mentale pour tous

Position: Manager, Research, Impact & Privacy

Location: CMHANB Offices, On-site. Permanent Full-Time

About CMHA of NB

The Canadian Mental Health Association of New Brunswick Inc. (CMHA of NB) is part of a nationwide, voluntary organization that envisions a country where mental health is a universal human right. CMHA of NB work is guided by the mission of ensuring that all people in New Brunswick experience good mental health and well-being.

CMHA of NB is **STEADFAST** and has long fought to improve the state of mental health in New Brunswick, yet acknowledges that the work is ongoing and remains committed to this important task. CMHA of NB is **INCLUSIVE** and strives for all people in New Brunswick to see themselves represented and served by CMHA of NB. The organization values the voice of those who have experienced mental illness and recognize a diverse range of mental health approaches.

CMHA of NB is **PROACTIVE**, with leaders who value action over mere talk, and is committed to innovation and forward-thinking to continually address and improve mental health in New Brunswick. Furthermore, CMHA of NB is **COMPASSIONATE**, approaching its mission with empathy, care, love, and kindness.

CMHA of NB, being **COLLABORATIVE**, mobilizes and marshals resources, partners, and people to come together to realize necessary changes in our communities and in the mental health system in New Brunswick. CMHA of NB provides a wide range of services and supports to people who are experiencing mental illness, their families, friends, and the public. One of the core goals of these services is to help people with mental illness develop the personal tools to lead meaningful and productive lives.

Position Summary:

The Manager, Research, Impact & Privacy will be responsible for conducting and coordinating day-to-day activities related to research and data analysis. This role will support the operations and program implementation of the Canadian Mental Health Association of New Brunswick (CMHANB) by managing program evaluations; data and reporting platforms; data standards and quality assurance; production of data reports and analyses; monitoring and analyzing program and service performance; managing the intranet and information assets; supporting the privacy system; managing internal surveys; and coordinating research partnerships. Together, these responsibilities contribute to increased organizational effectiveness and productivity.

Responsibilities:

Manage Program Evaluations:

- Complete program content research.
- Coordinate evaluation approach with program leads.
- Identify KPIs, outcomes data, and other defined measurements.
- Identify the most effective evaluative methodology.
- Plan/design data collection approach and required systems.
- Produce evaluation tools (physical, virtual, accessible versions).
- Provide staff onboarding, training, and ongoing support for evaluations.
- Manage/monitor collected program impact data.
- Produce required reports and analysis.

Manage Data and Reporting Platforms:

- Manage key data and reporting platforms (Qualtrics, SharePoint, Power BI, CaseWORKS).
- Design and implement features/capabilities in collaboration with program leads.
- Secure platform access and implement privacy practices.
- Store and organize data/information records according to program/organizational needs and retention schedules.
- Provide staff onboarding, training, and ongoing support for use of information platforms.
- Provide strategic recommendations on platform usage to senior management.

Manage Data Standards and Quality Assurance:

- Manage and maintain CMHANB data standards, data libraries, data glossaries, and other data-related assets.
- Update and adapt data assets as required by continually evolving organizational needs.
- Identify opportunities to improve data quality.
- Ensure data standards are implemented across CMHA NB departments, platforms, teams, and programs.
- Provide data-related support/recommendations to senior management and program leads.

Manage Production of Data Reports and Analysis:

- Provide internal and external reports as required by corporate, funders, etc.
- Ensure reporting obligations established in contracts are met.
- Respond to ad hoc data requests as submitted by internal and community partners.
- Provide data-driven recommendations to drive continuous improvement of service performance and impact.
- Support internal review committees by providing content/program feedback data reports/analysis.

Manage Program Service Performance:

This includes, but is not limited to, all CMHANB programs, services, and pilots:

- Develop and recommend effective service performance data collection methodologies.
- Coordinate implementation of service performance data collection with senior management team.

- Plan/design service performance data collection tools.
- Produce service performance tools (physical, virtual, accessible versions).
- Provide staff onboarding, training, and ongoing support for use of service performance tools.
- Manage/monitor collected program service performance data.
- Produce required reports and analysis.

Manage Internal Surveys:

In collaboration with all partners requiring internal / staff surveys:

- Plan survey to meet partners' needs.
- Design / format surveys to applicable data collection tool.
- Administer survey (deliver to staff, collect & monitor responses, respond to questions).
- Produce required survey reports.

Coordinate Research Partnerships:

- Provide data/support to existing research partners.
- Seek opportunities for new research partnerships.

Manage Intranet and Information Assets:

- Manage CMHA NB's SharePoint intranet and information asset sites (e.g., Teams Groups):
- Coordinate development with Bulletproof SharePoint Team.
- Implement access control and privacy practices.
- Provide staff onboarding, training, and ongoing support for the intranet.
- Lead design, development and change management involving the intranet.
- Organize and ensure secure storage of key information assets such as corporate data, reports, confidential/sensitive data, and records.

Designated Privacy Officer:

- Identify opportunities to improve organizational privacy competency.
- Identify privacy-related resources, training, and support.
- Implement privacy-related measures and safeguards (e.g., platform access control, storage of physical documents, transferal of sensitive documents).
- Provide ad hoc privacy-related support to senior management (e.g., input on privacy-related policies, questions relating to privacy).

Support CMHA NB Operations:

- Provide senior management and program leads with operational support, such as ongoing support for CMHANB team's reporting accountability, platform training, systems use, etc.
- Lead/coordinate/support special projects as identified by the CEO.
- Drive adoption and implementation of governance processes, such as new processes for approval and publishing of all corporate reports.
- Identify opportunities, tools, or practices that contribute to organizational effectiveness/productivity.
- Collaborate/assist specialists and consultants in the completion of their tasks.

Qualifications:

- A university degree in psychology, sociology, research methods, education policy, public policy, economics, Data Analysis, Operations Management, Industrial Management, MBA, or a related discipline with strong research emphasis
- Minimum two years of work experience conducting research.
- A combination of work experience and education will be considered.
- Prior experience working with/at non-profits is an asset.
- Proficiency in both English and French languages is mandatory.
- A valid Work Permit is mandatory for temporary residents.
- Residency in New Brunswick (NB) or willingness to relocate is mandatory.
- A new Criminal Record and Vulnerable Sector Check is mandatory.

Core Competencies:

- Interpersonal Relationship
 - Networking
 - Communication
 - Service Orientation
 - Self-Development
 - Accountability
 - Values, Ethics, Integrity
 - Equity, Diversity and Inclusion (EDI)
 - Financial Acumen
 - Flexibility
 - Self-Management and Resilience
 - Teamwork and Collaboration
 - Leadership and developing others
 - Strategic Thinking
 - Project Management
 - Change Management
 - Creative Problem Solving & Decision Making
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- Knowledge of principles of program evaluation, mixed methods research, survey design, KPIs, and outcomes measurement.
 - Knowledge of data governance, data quality, metadata, data standards, retention schedules, and privacy practices.
 - Knowledge of reporting and analytics concepts, including dashboard design, performance indicators, and data storytelling.
 - Knowledge of platforms such as Qualtrics, SharePoint/Teams, Power BI, and case management systems.
 - Knowledge of information management (permissions, records management, information architecture).
 - Knowledge of ethical, trauma-informed, and inclusive research practices, with an EDI lens.
 - Knowledge of nonprofit program structures, funder reporting requirements, and organizational performance frameworks.
 - Knowledge of mental health, addiction, and social service systems.

- Knowledge of the formal NB mental health system, community organizations, and resources, including CMHANB programs.
- Evaluation & Research Skills, including designing evaluations, developing tools, managing data collection, conducting analysis, and producing insights.
- Data & Reporting Skills, including cleaning and validating data, building Power BI dashboards, generating reports for funders, programs, and executives.
- Platform Administration Skills, including configuring Qualtrics surveys, administering SharePoint sites, managing permissions, and supporting case management tools.
- Communication Skills, including writing clear bilingual reports, delivering training, and facilitating sessions with staff and community partners.
- Ability to design effective evaluation and performance measurement frameworks aligned with organizational goals.
- Ability to ensure data accuracy, consistency, and security across multiple platforms and teams.
- Ability to translate complex data into actionable recommendations for decision-makers.
- Ability to lead without formal authority, influence teams, and drive data related practices organization wide.
- Ability to handle sensitive information with discretion and uphold privacy and confidentiality.
- Ability to work independently, manage competing priorities, and maintain resilience in fast paced, emotionally sensitive environments.
- Ability to train, support, and enable staff, building organization-wide capacity in data use and evaluation practices.

Other Attributes:

- Passionate about mental health advocacy and community well-being.
- High emotional intelligence and empathy in leadership.
- Commitment to ethical and evidence-based practices.

Working Conditions:

- **Work Environment:**
 - Primarily based in an office setting with flexibility for remote work as needed.
 - Occasional travel within New Brunswick to attend meetings, community events, and community partners engagements.
 - Collaborative and team-oriented work culture, with engagement across multiple departments and external partners.
- **Work Hours:**
 - Full-time position with a standard work week of 37.5 hours.
 - Occasional evening and weekend work may be required.
 - Flexibility in schedule to balance organizational needs with work-life balance.
- **Physical & Mental Demands:**
 - Requires sustained periods of sitting, working at a computer, and attending virtual or in-person meetings.
 - Fast-paced environment with multiple priorities, requiring strong time management and decision-making skills.
 - Emotional resilience needed when handling sensitive mental health-related topics and high-stakes advocacy.

- High level of autonomy and accountability, requiring strategic thinking and proactive problem-solving.

- **Health & Safety Considerations:**

- Regular adherence to occupational health and safety policies, especially when attending community sites or working with vulnerable populations.
- Exposure to emotionally charged situations and discussions, requiring strong self-care practices and support mechanisms.

How To Apply:

- Please submit your resume and cover letter **in one PDF file** to careers@cmhanb-acsmnb.ca.
- CMHA of NB is committed to building a skilled and diverse workforce that reflects the New Brunswickers we serve. As an equal opportunity employer, we actively support workplace equity for all persons, and are committed to including and reflecting the population we serve. CMHA of NB encourages applicants to identify as belonging to one of the designated groups of the Employment Equity Act. Preference shall be given to those who demonstrate they are among the most qualified as stated above. [Employment Equity Act](#)

We thank all those who apply; however, only those selected for further consideration will be contacted.