



**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, Support Services

Location: New Brunswick, Preferably 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 Description:

The Manager of Support Services is responsible for overseeing and managing the team of BounceBack Coaches, Employment Counsellors, Mental Health Consultant, and Community Peer Support Workers at CMHANB. This role ensures the delivery of high-quality, client-centered support services to individuals facing mental health challenges, while fostering collaboration among these specialized roles. The Manager will lead a multidisciplinary team, ensuring effective program delivery, ongoing professional development, and continuous improvement of support services aimed at empowering individuals to achieve better mental health outcomes in the community and workplace.

Key Responsibilities:

Leadership & Supervision:

- Lead, mentor, and supervise the team of BounceBack Coaches, Employment Counsellors, Mental Health Consultant, and Community Peer Support Workers via the Team Lead.
- Provide guidance and professional development opportunities to team members, ensuring they have the tools and support necessary to deliver high-quality services.
- Foster a collaborative, inclusive, and supportive work environment to enhance team performance and cohesion.

Program Management & Implementation:

- Oversee the delivery and coordination of support services programs, including BounceBack, Employment Counsellors, Mental Health Consultant, and Community Peer Support.
- Ensure services are accessible, client-focused, and aligned with best practices in mental health recovery and support.
- Continuously assess program outcomes and make necessary adjustments to improve service delivery and client satisfaction.

Community Engagement & Partnerships:

- Build and maintain strong relationships with community organizations, employers, healthcare providers, and other community partners to enhance service delivery and foster collaborative opportunities.
- Represent CMHANB in relevant community meetings, industry events, and mental health networks, advocating for mental health awareness and workplace wellness.
- Ensure seamless communication and coordination between internal teams and external partners to support clients' mental health and employment needs.

Training & Development:

- Provide ongoing training and support to team members, ensuring they are equipped with the latest knowledge, skills, and tools to effectively support individuals.
- Develop and implement training programs to enhance the capacity of team members in delivering evidence-based support services.
- Ensure that team members are knowledgeable in applicable mental health policies, legal guidelines, and workplace wellness best practices.

Strategic Planning & Reporting:

- Contribute to the development and execution of CMHANB's strategic initiatives, ensuring that support services align with the organization's broader mission and objectives.
- Monitor program effectiveness and report key performance indicators, client outcomes, and service metrics to senior leadership.
- Utilize feedback from clients and team members to inform program improvements and innovations.

Resource & Budget Management:

- Assist in the development and management of the annual budget for support services, ensuring resources are allocated effectively to meet the needs of clients and program objectives.

- Monitor program costs and expenditures, ensuring that services are delivered in a cost-efficient manner while maintaining high-quality standards.

Crisis Management & Support:

- Provide leadership and guidance in addressing complex or crisis situations, ensuring that appropriate interventions and support are provided to clients.
- Ensure that staff are trained in handling crisis situations and are equipped with the necessary tools and resources to manage challenges effectively.

Continuous Improvement:

- Stay informed of the latest developments in mental health services, workplace wellness, and employment support programs to ensure that CMHANB's services remain innovative, relevant, and effective.
- Implement a culture of continuous improvement, using data and client feedback to make informed decisions about program adjustments and enhancements.

Qualifications:

- University degree in the field of Social Work, Psychology, Health Sciences, Human Services, or other related fields.
- Minimum of five years of progressive experience in mental health or social service delivery, including at least two years in a supervisory or management capacity.
- A combination of related work experience and education may be considered.
- Proficiency in both English and French languages is mandatory.
- Strong knowledge of mental health recovery principles, peer support, employment services, and workplace mental health.
- Demonstrated experience managing multidisciplinary teams and overseeing service delivery programs.
- Experience working with diverse populations, including individuals with complex needs, and applying culturally responsive and trauma-informed approaches.
- 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

Knowledge, Skills, & Abilities:

- Strong understanding of recovery-oriented mental health services, peer support principles, and employment support frameworks.
- Familiarity with provincial and national mental health strategies, policies, and relevant legislation, including privacy, accessibility, and workplace wellness standards.
- Awareness of trauma-informed care, culturally responsive practices, and the social determinants of health affecting mental health and employment outcomes.
- Knowledge of service coordination and case management approaches within community-based settings.
- Understanding of data collection, analysis, and program evaluation techniques for continuous improvement.
- Proficiency in coordinating and overseeing multiple service delivery streams.
- Experience developing, implementing, and monitoring program plans, procedures, and outcomes.
- Ability to design and deliver training to staff across disciplines, aligned with evidence-informed practices and organizational needs.
- Skilled in preparing reports, proposals, and operational documents that reflect strategic goals and service outcomes.
- Proficiency in using client management systems, databases, and digital tools to support service delivery and reporting.
- Capacity to manage complex situations with sound judgment, discretion, and a solutions-focused approach.
- Ability to stay current with emerging trends, research, and innovations in mental health, peer support, employment services, and workplace wellness.
- Ability to translate strategic goals into operational plans that support staff performance and client outcomes.
- Ability to support employees in managing emotionally demanding work through appropriate supervision, coaching, and wellness practices.
- Ability to manage confidential information with discretion and uphold professional boundaries.
- Ability to work both independently and collaboratively in a fast-paced, mission-driven environment.

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 workweek 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.