



**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, Impact and Evaluation, New Brunswick - Integrated Youth Services (NB-IYS)

Location: New Brunswick, Blended. 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.

About NB-IYS:

New Brunswick Integrated Youth Services (NB-IYS) is a provincial network of youth-centred service hubs providing integrated access to mental health, substance use, primary care, peer support, and social services for youth aged 12–25. Grounded in principles of accessibility, equity, and collaboration, NB-IYS is co-designed with youth, families, and communities to ensure services reflect the needs and realities of those they serve.

Why Join NB-IYS

- Opportunity to shape a province-wide model of youth-centred care.
- Meaningful work that centres youth and family voices.
- Collaborative, values-driven environment focused on system change.

Position Summary:

The Manager, Impact and Evaluation provides strategic leadership for data governance, privacy, evaluation, performance measurement, reporting, and data systems across New Brunswick Integrated Youth Services (NB-IYS). Reporting to the Director, NB-IYS, this role supports a data-informed and quality-focused approach to integrated youth service delivery across the provincial network.

The Manager is responsible for overseeing provincial data governance frameworks, evaluation activities and data practices across NB-IYS hubs, performance reporting, privacy compliance, and data quality processes to support organizational accountability, continuous improvement, and evidence-informed decision-making. The role also provides leadership related to CaseWORKS administration and optimization, CIHI and funder reporting requirements, and survey and evaluation oversight. Further, this role is a key collaborator with the research team supporting NB-IYS' work.

The Manager works collaboratively with NB-IYS hubs, community partners, government departments, and internal teams to strengthen data systems, reporting capacity, service evaluation, and operational consistency across the network.

Working within the framework of integrated youth services and in alignment with the mission, vision, and strategic priorities of NB-IYS and CMHANSB, the Manager promotes a culture of accountability, learning, collaboration, privacy, and continuous quality improvement.

Main Duties:

Evaluation and Performance Measurement and Reporting

- Provide leadership, guidance, and technical support to NB-IYS staff and hub teams related to reporting, evaluation, and data management practices.
- Coordinate the implementation of evaluation frameworks, performance indicators, and feedback mechanisms aligned with NB-IYS priorities and integrated youth services standards.
- Works in collaboration with research and evaluation team at the NB-IYS Central office and local hubs to implement evaluation and outcome measurement activities.
- Coordinate provincial evaluation activities and support the collection, analysis, interpretation, and reporting of service and system performance data.
- Develop and refine reporting tools, templates, and evaluation resources to support standardized evaluation practices across NB-IYS.
- Develop and produce dashboards, reports, data summaries, presentations, and analytics to support leadership, funders, government, and operational decision-making.
- Support quality improvement initiatives through data analysis, trend monitoring, and performance measurement activities.
- Monitor and support data quality assurance processes, identify data discrepancies, and implement corrective actions where required.
- Coordinate and oversee CIHI-aligned metrics, Minimum Data Set reporting, and other required provincial and funder reporting obligations.
- Manage, oversee, and execute provincial reporting processes to ensure timely, accurate, and consistent submission of data and performance metrics across NB-IYS hubs.

- Ensure evaluation approaches are practical, operationally feasible, and aligned with organizational and funder priorities.

Data Systems & CaseWORKS Leadership

- Provide strategic leadership and oversight for CaseWORKS implementation, administration, optimization, reporting, and ongoing system governance across NB-IYS hubs.
- Support the development and standardization of data entry practices, workflows, reporting structures, and user processes related to CaseWORKS and associated data systems.
- Lead change management initiatives related to data systems, reporting processes, and performance measurement practices.
- Support onboarding, training, and ongoing capacity-building activities related to data systems, reporting requirements, privacy practices, and evaluation processes.
- Collaborate with internal teams, vendors, and partners to identify opportunities for system improvements and operational efficiencies.

Data Governance and Privacy

- Lead the development, implementation, and ongoing oversight of provincial data governance and privacy practices for NB-IYS.
- Oversee compliance with applicable privacy legislation, policies, standards, consent practices, and data-sharing requirements, including PHIPAA and organizational privacy frameworks.
- Lead the development and maintenance of data governance processes related to data collection, storage, security, access, quality, reporting, and retention.

Supervision & Team Leadership

- Supervise and support the Data Steward role, and future emerging data roles, including work planning, performance management, coaching, and professional development.
- Foster a collaborative and accountable team environment focused on data quality, continuous improvement, and service excellence.

Collaboration, Quality Improvement & Organizational Support

- Collaborate with NB-IYS leadership, research team, hubs, community partners, regional health authorities, government representatives, and external stakeholders to support reporting, evaluation, implementation, and quality improvement activities.
- Participate in provincial committees, working groups, and initiatives related to data governance, privacy, integrated youth services, and performance measurement.
- Support organizational planning, implementation, and operational improvement initiatives through data analysis and evaluation support.
- Develop knowledge products, templates, standards, guidelines, and resources to support provincial consistency and operational effectiveness.
- Support organizational change management and implementation activities related to data, evaluation, and system processes.
- Perform other related duties as assigned.

Qualifications:

- A level of education and training equivalent to a master's degree in a relevant discipline
- 3 to 5 years' experience including program evaluation or research experience in a community or health care setting.
- A combination of related work experience, education, and training will be considered.
- Proficiency in both English and French languages is mandatory.
- Strong communication and leadership skills are required.
- 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, Inclusion, & Belonging (EDIB)
- 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, Abilities & Skills:

- Knowledge of privacy legislation and health information management practices.
- Experience managing data systems, dashboards, reporting platforms, or case management systems.
- Experience coordinating provincial or multi-site reporting processes.
- Knowledge of CIHI indicators, performance measurement frameworks, and quality improvement methodologies.
- Demonstrated experience leading organizational change management initiatives related to data systems and reporting 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 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.