



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

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

Position: Community Coordinator

Location: Acadie-Bathurst area , On-site. Permanent Full-Time

French language proficiency is a mandatory requirement for this position, in addition to English proficiency, as some individuals accessing CMHA of NB services communicate primarily in French. Therefore, candidates must possess the necessary French and English language skills to perform the role effectively.

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 Community Coordinator is the face of the Canadian Mental Health Association (CMHA) of New Brunswick in the communities they serve. This role is essential in promoting mental health awareness, reducing stigma, and connecting individuals to valuable mental health resources. The Community Coordinator will act as a primary connector of service providers in their health zone to ensure collaboration and connection, deliver informative presentations, advocate for mental health, and assist individuals in navigating available services. This position is community-based, involving frequent interaction with the public, local organizations, and community groups.

Key Responsibilities:

Program and Service Delivery:

- Deliver CMHA-approved presentations on mental health, mental illness, and wellness to diverse community groups.
- Coordinate and manage logistics for community-based programs, including venue selection, registration, participant communication, and evaluation.
- Facilitate self-help/support groups or provide support for existing groups in the region.
- Serve as a regional resource navigator, assisting individuals with accessing services and resources such as mental health, addictions services, and community programs.
- Identify education opportunities and promote the services of CMHANB to individuals and organizations in the relevant health zone.

Program Development, Quality, and Monitoring:

- Ensure regional programs meet established standards, quality, safety, and confidentiality requirements, including adherence to PHIPPA regulations.
- Collaborate with the team to assess and improve existing programs and services.
- Administer and evaluate programs to measure their impact and outcomes, and report findings to the direct supervisor.
- Regularly review program effectiveness with the Manager and group facilitators, addressing any challenges and proposing solutions.

Public Awareness:

- Assist in raising awareness of CMHANB programs and services through methods and processes established by CMHA of NB.

Networking and Partnerships:

- Represent CMHANB on community and provincial committees, promoting mental health initiatives and building partnerships with relevant organizations.
- Collaborate with community agencies to ensure CMHANB services are well-integrated and avoid duplication of efforts.
- Establish and maintain partnerships with public and private sector organizations to meet the specific needs of the local community.

Administration:

- Maintain accurate records and databases, ensuring confidentiality and adherence to data management policies.
- Submit mandatory reports, case updates, and other documentation on time using appropriate systems such as Teams and caseWORKS.
- Attend scheduled team meetings and contribute to collaborative decision-making.

Qualifications:

- A diploma or degree in social work, psychology, health promotion, education, community development, or a related field.
- Minimum of 2–3 years of experience in a related field such as mental health support, community engagement, public health education, non-profit program delivery, or other related fields.
- A combination of related work experience and education may be considered.
- Proficiency in both English and French is mandatory.
- Excellent working knowledge and skills in MS Office 365 and digital database systems is required.
- Exceptional interpersonal, networking, and relationship-building abilities.
- Strong presentation and public speaking skills tailored to diverse audiences.
- 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, and Belonging (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 mental health and wellness concepts, including mental illness, stigma reduction, and recovery-oriented practice.
- Familiarity with New Brunswick's mental health and addictions services, community-based programs, and health zone structures.
- Knowledge of relevant privacy and confidentiality legislation (e.g., PHIPAA – Personal Health Information Privacy and Access Act).

- Awareness of principles of equity, diversity, inclusion, and belonging (EDIB) in service delivery.
- Understanding of group facilitation practices and adult learning principles.
- Strong presentation and public speaking skills tailored to diverse audiences.
- Exceptional interpersonal, networking, and relationship-building abilities.
- Demonstrated planning, coordination, and organizational skills for program and event logistics.
- Effective written and verbal communication in English and French.
- Accurate documentation and reporting skills in line with case management or program evaluation tools (e.g., caseWORKS).
- Ability to work independently with minimal supervision while being a strong team collaborator.
- Ability to adapt to shifting priorities and respond to emerging community needs.
- Capacity to navigate community resources and support individuals in accessing appropriate services.
- Ability to handle sensitive topics and maintain confidentiality and ethical standards.

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 accountability, requiring creative thinking and 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.