



Canadian Mental
Health Association
Mental health for all

Association canadienne
pour la santé mentale
La santé mentale pour tous

Career Opportunity

Manager of Quality Assurance

Full Time Permanent Position

About CMHA: Founded in 1918, the Canadian Mental Health Association (CMHA) is the most established, most extensive community mental health federation in Canada. We have 81 CMHA organizations across the country, including 11 provincial/territorial Divisions and 70 local Branches/Regions. In more than 330 communities across Canada, CMHAs provide advocacy and resources that help to prevent mental health problems and illnesses, support recovery and resilience, and enable all Canadians to flourish and thrive. Our vision is a Canada where mental health is a human right. CMHA was chosen as one of [Canada's best places to work by Forbes magazine](#) in 2021, 2022, and 2023.

Position Summary: The CMHA National Office is seeking a Manager of Quality Assurance to work collaboratively with the National team, Division CEOs, and the federation broadly to create and execute practices that promote learning and quality improvement.

Location: This position will be based at our office, located in downtown Toronto. To encourage collaboration and explore new ways of working, CMHA National supports a hybrid work model of 2 days in the office and 3 days working from home.

Your Team:

You will be joining the Federation Relations team at the National Office. This is a new team at the National Office that was established in January 2022. The team was created to help achieve the ambitious goals outlined in CMHA's 2021 – 2026 Nationwide Strategic Plan. The team currently includes a Director of Federation Relations and a National Knowledge Exchange Specialist. You will be the third member to join the team taking on a new portfolio. As a team, we are laser focussed on activating the potential within the federation to maximize its impact locally, provincially/territorially, and nationwide. This includes:

- Enhancing National, Division, and Branch/Region staff understanding of and value for the federated model.
- Improving two-way communication and creating consistent opportunities for relationship building.
- Creating learning opportunities and strengthening practices that support organizational excellence.
- Overseeing a project designed to clarify the scope of services delivered by CMHAs, roles and responsibilities within the federation, and our national brand.

You will be joining colleagues who are all about creating net-new strategies and ways of working. We consider what has been done historically, learn from our colleagues across the federation, and push ourselves to think future state. We are constantly listening, trying, documenting, and re-trying. We like to have fun, laugh, and encourage all ideas. We have a deep respect for the Divisions, Branches, and Regions who are delivering mental health, substance use health, and addictions services on the ground every day. Our job is to make their job easier so they can deliver the best possible service to Canadians. The federation drives us.

Position Responsibilities:

As a valued member of the Federation Relations team, you will:

- Build and manage effective working relationships with the CEOs and staff at the 10 provincial and one territorial CMHA Division.
- Execute on CMHA's newly developed process for documenting and managing issues/complaints that come into the National Office and create a system for strategic learning and development.
- Establish a strategy and system to oversee and support the effective implementation of the National-Division Agreement (an agreement that details mutual accountability).

- Work collaboratively with CMHA Divisions and the National team to manage the creation of a Quality Standards Framework for the CMHA federation (this will be a significant project starting within the first year of employment).
- Work collaboratively with the National Knowledge Exchange Specialist, CMHA Divisions, and the broader National team to create and implement associated tools, templates, and training resources to support the application of the framework (for CMHA Division CEOs, Division Boards, and staff).
- Create and execute a process to gather feedback from Divisions, Branches, and Regions on the quality of services and support being delivered by the National Office to the federation.
- Facilitate CMHA National through the process of completing the Imagine Canada accreditation and create a process to support CMHA Divisions to also achieve accreditation.
- Create and deliver presentations to both small and large groups, demonstrating subject matter expertise on quality standards and improvement relevant to the non-profit sector.
- Organize meetings, set agendas, capture, and report on action items.

Education:

- University or college degree in non-profit management, quality improvement, performance measurement/evaluation, or an equivalent combination of education, training, and experience.

Experience:

- Minimum of 3 years working experience in a quality improvement role, preferably in a multi-level organization within diverse communities.
- Demonstrable success working collaboratively with diverse stakeholders to create a standards program, or a similar program with the goal of fostering a culture of quality and improvement within an organization (within the non-profit sector an asset).
- Experience using Salesforce to track and automate data collection is an asset.

Knowledge:

- Knowledge of national federations and the complexities of a federation structure.
- Strong knowledge of issues, trends, and new technologies pertaining to non-profit management and organizational accreditation.
- Proficient with MS Office, Teams, Zoom, and other meeting facilitation tools.
- Understanding of the landscape that social service organizations work within.

Skills:

- You have strong facilitation and relationship building skills as well as excellent analytical, research and organizational skills. You can build consensus, manage multiple stakeholder relationships, and inspire confidence in both internal and external teams, including senior leaders.
- You understand that it is not your job to have all the answers, but rather to facilitate conversations that will lead to the answers you need. This means you can ask effective questions and know how to structure agendas that lead to successful results.
- You are a resourceful, hands-on self-starter with a strong work ethic and a collaborative, team-oriented style. If you don't know something, you are confident striking up a conversation with someone who can help.
- You can create a plan for executing on a deliverable. This includes creating work-back plans and benchmarks for success. You may have developed these skills through a project management certification or learned through experience. Bottom line, you have knowledge of project management principles and excellent time management skills for a shifting, fast-paced, and deadline-driven environment.
- You have demonstrated experience following through on responsibilities and working effectively with others to achieve the best results. You have problem-solving skills, diplomacy, and flexibility that allows you to work with high energy, goal-oriented, and creative people.
- You have exceptional verbal and written communication, relationship management, and presentation skills. You can speak to groups of people in a variety of settings and communicate effectively and professionally with diverse leaders.
- You have strong listening skills and the ability to deal with challenging situations involving internal/external stakeholders.

- You have demonstrated time management and organizational skills, and know how to be flexible with changing priorities.
- Working on various tasks simultaneously appeals to you.
- You are highly motivated and passionate about supporting an organization dedicated to mental health and substance use health.
- Strong oral and written French skills is a strong asset; bilingualism preferred.

Compensation: \$76, 000- \$84, 000 per year commensurate with experience and qualifications, along with benefits, a flexible work environment, and a workplace culture committed to personal wellbeing and psychological safety.

Benefits: Dental care, extended health care, life insurance, vision care, employee assistance program, flexible schedule, paid time off (vacation, sick, and work life balance days), wellness program, work from home, hybrid work.

Working conditions:

- This is a full-time position with working standard office hours (currently 35 hours/week).
- This position functions in a normal office environment, using typical office equipment, with extended periods of sitting, telephone interaction and/or working at a computer and no unusual physical demands.
- Due to the management of complaints, there may be some challenging conversations/emails and moments of tension to work through.
- CMHA National employees are required to be fully vaccinated against COVID-19 in accordance with our Vaccination Policy as a condition of being eligible for the recruitment process.
- Proof of COVID-19 vaccinations will be required. If you are not able to obtain COVID-19 vaccinations for a reason related to a protected ground of discrimination under applicable human rights legislation, you can request accommodation from CMHA National.
- You can review conditions that may qualify for medical exemption to the COVID-19 vaccine here: [Medical Exemptions to COVID-19 Vaccination](#)

Are you a fit?

If you are interested in applying for the role, please submit a PDF copy of your resume and cover letter by May 31st to careers@cmha.ca. The subject line should mention Manager of Quality Assurance in the subject line. We thank you for your interest and please note that only those identified for an interview will be contacted.

To learn more about CMHA, visit: www.cmha.ca

CMHA is committed to our workforce reflecting the diversity of the communities within which we work. As such, we explicitly encourage applications from persons with disabilities, members of Black, Indigenous and racialized communities, people of all sexual orientations, gender identities and expressions, and others who may contribute to the diversity of our staff. We invite you to self-identify in your cover letter. Please let us know if you require accommodations throughout the application process.