



**Canadian Mental Health Association**  
 Vancouver-Fraser  
*Mental health for all*

**Association canadienne pour la santé mentale**  
 Vancouver-Fraser  
*La santé mentale pour tous*

**CMHA VANCOUVER-FRASER**

**Position Posting**

**Job Title:** Program Administrative Assistant – Bounce Back Program

**Union:** HEU

**Classification:** Community Collective Agreement  
 Grid 5, \$24.76 to \$26.38 per hour

**Reports To:** Bounce Back Program – Team Lead

**FTE:** 1.0 Full-Time (37.5 hours per week), Permanent

**Location of Work:** New Westminister Office

**Start Date:** ASAP

**Apply To:** Carmela Smythe, Bounce Back Team Lead  
[Carmela.smythe@cmhavf.ca](mailto:Carmela.smythe@cmhavf.ca)

**MISSION STATEMENT**

We are transforming mental health and wellness practice for individuals, communities, and organizations through programs and services that are rooted in innovation, inclusion and collaboration. Our core priority is: people first. We are here to help people. Our programs and services are intended to improve people’s lives. It is people – our team members, partners, volunteers and donors – who make that support possible. The guiding principles of our teamwork are: Intersectionality | Access | Leadership | Connections.

**POSITION SUMMARY**

The Program Administrative Assistant supports our ‘BounceBack® Reclaim Your Health’ program, helping adults and youth bounce back from low mood, stress and anxiety. Providing administrative and program support, the individual will work with a team of 9 Bounce Back Coaches and one other Program Administrative Assistant. Based at our New Westminister office the individual will also provide reception service for general calls and office visitors.

**Vancouver Office** 110 - 2425 Quebec Street, Vancouver, BC V5T 4L6  
**New West Office** 233 – 610 Sixth Street, New Westminister, BC V3L 3C2  
**Delta Office** 4871 Delta Street, Delta, BC V4K 2T9  
**Website** <https://cmhavf.ca>

Tel: 604-872-4902 Fax: 604-872-5934  
 Tel: 604-516-8080 Fax: 604-872-5934  
 Tel: 604-943-1878





## **DUTIES AND RESPONSIBILITIES**

- Performs word processing that includes inputting client information, maintaining relevant registers, updating manuals, reports, charts, tables, correspondence and presentation materials, using a variety of software applications and systems such as Input Health, word processing, spreadsheets, graphics, databases and PowerPoint;
- Sorts and distributes mail and receives incoming bulk shipments, completes forms for signature and package items for shipping;
- Answers general inquiries on behalf of the program and the agency by telephone/emails/in person from a variety of sources such as clients, doctor's offices, WorkSafeBC and the public and provide direction and general information about programs, policies and community resources;
- Assists with the program client intake process, including the scheduling of sessions with coaches;
- Contacts participants to cancel sessions when coaching staff call in sick;
- Helps with program promotion (including speaking with clinics, community groups and agencies, etc., to provide information, prepares promotional packages for outreach staff to mail or distribute to clinics, and prepares lists of offices/clinics/groups for outreach staff to visit);
- Arranges meetings, record minutes and distributes as required;
- Compiles monthly promotion reports and quarterly material orders for CMHA BC Division;
- Coordinates work duties and activities with other program administrators and program team leads;
- Provides co-ordination for office maintenance and repair requirements;
- Provides co-ordination for office supply ordering, receiving and maintains inventory;
- Completes First-Aid, Non-Violent Crisis Intervention Training, Suicide Awareness Training and any other training as deemed appropriate by the employer;
- Submits regular activity reports, timesheets, expense forms etc. as required;
- Reinforces and models work-related behavior and interpersonal skills;
- Represents the agency in a professional manner;
- Provides coverage for other program staff as appropriate and required; and
- Other related duties as appropriate and required.

## **POSITION REQUIREMENTS**

- Certificate in office administration, accounting or related discipline or a combination of equivalent education and experience;
- Minimum 1-year recent and related administration experience, preferably in a health related or not-for-profit organization;
- Demonstrable knowledge of mental health issues and community resources in the Vancouver-Fraser region;
- Computer skills including use of Microsoft Office suite of software, databases, client record management software (Input Health desirable), Outlook and internet browsers;
- Proven ability to work independently and take initiative as required as well as work in a close team driven environment;
- Ability to work efficiently under time pressures while dealing with multiple tasks and various staff requests simultaneously;
- Excellent interpersonal skills needed to interact with internal and external clients;

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- Demonstrate strong organizational skills and attention to detail; and
- Ability to exercise confidentiality and discretion at all times essential.

## **WORKING AT CMHA-VF**

CMHA-VF is committed to employment equity and prioritizes the hiring of individuals from underrepresented groups including trans and gender diverse persons, Indigenous/Two-Spirit people, people of color and people with disabilities.

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