



Canadian Mental Health Association Shuswap/Revelstoke Branch

Job Title: Manager of Human Resources and Communications

Union: Exempt

Reports to: Executive Director

Direct Reports: nil

Developed: January 2023

Job Summary:

The Manager of Human Resources (HR) and Communication is responsible for the overall coordination and leadership of human resources, communications, and fund development at CMHA Shuswap/Revelstoke. This person will work within the mission, vision, and values of the organization; and will represent the association positively and professionally in the community.

The Manager of People and Communications should demonstrate competence in the following:

- **Lead:** Develop the skills and capacity of team members and positively influence others to achieve results that are in the best interest of CMHA.
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement action plans and evaluate the process and results.
- **Organize:** Set Priorities, develop a work plan, monitor progress towards goals and track details, data, information and activities.
- **Behave Ethically:** Understand ethical behavior and business practices and ensure own behaviour and the behaviour of others are consistent with these standards and aligns with the values of CMHA.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally to achieve the goals of CMHA.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Foster Teamwork:** Works cooperatively and effectively with others to set goals, resolve problems and make decisions that enhance the organization.
- **Creativity/ Innovation:** Develop new and unique ways to enhance our work.
- **Solve Problems:** Assess situations to identify causes, gather and process relevant information, generate possible solutions and make recommendations and/or resolve the problem.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks and make clear decisions which are timely and in the best interest of CMHA.

Specific Responsibilities:

1. Human Resource Leadership:

- Develop and Implement HR strategies and initiatives aligned with CMHA – S/R Mission, Vision and Values that promote equity, diversity and inclusivity.
- Oversee and participate in the recruitment and selection process for all positions in the organization.
- Support the current and future needs through the development, engagement, motivation, and retention of our amazing team.
- Develop and monitor all HR strategies, systems, policies and procedures across the organization.
- Oversee and manage performance improvement processes.
- Ensure legal compliance to Employment Standards, Human Rights throughout our human resource management.
- Identify employee training, learning and development needs and source, design, and implement engaging solutions.
- Work with teams on the development of all job descriptions.
- Lead our Labour Management work and collective agreement interpretation.
- Promote a wellness-oriented atmosphere within the organization, that promotes our organization values for a healthy and productive workplace.

2. Communications

- Develop a strategic communication and outreach plan that aligns actions within departmental, operational, and organizational goals.
- Liaise with teams and programs to create and manage work plans for communication projects and deliverables.
- Work with CMHA National, CMHA – BC Division and CMHA branches in BC.
- Manage and support the development and creation of all graphic materials design/edits in accordance with CMHA Brand Guidelines.
- Manage websites and all social media platforms such as Facebook, Instagram, etc to ensure consistent messaging that raises brand awareness and effectively engages the public.
- Develop publications, compile information and write materials, such as newsletters, reports, briefing notes, presentations, backgrounders, releases, email announcements etc...

3. Fund Development

- This position will take the lead in developing our Fund Development capacity.
- Develop annual and multi-year plans to achieve fundraising goals and objectives.
- Promotes fundraising opportunities, develops and fosters our culture of fundraising.
- Plan and implement fundraising events and campaigns.
- Review and develop the organizations case for support.

Qualifications & Experience:

- Bachelors level education in Human Resources and or Communications.
- Minimum of 3 years' experience as a Manager.
- Committed to Truth and Reconciliation and Diversity, Equity, and Inclusion.
- Demonstrated experience of successful program/project proposal writing.
- Excellent written and verbal communication skills.
- Outstanding interpersonal and organizational skills.
- Demonstrated collaborative leadership style.
- Excellent computer and IT skills and have the ability to utilize relevant new technology in the workplace.
- Must have own vehicle, some travel is required.
- This is a management level position, the work is primarily weekdays, some weekend and evening work is required.
- Wage range – dependent upon skill level. Comprehensive benefit package included.