

Senior Manager, Community Information Exchange

Full-time 2 year contract with the possibility of extension

For over 50 years Distress Centre has served Calgary and Southern Alberta, providing 24-hour crisis support, information, and resources at no cost. Distress Centre does not define crisis. We do not judge. Anyone can call us day or night.

Distress Centre is growing and looking for someone to lead our next amazing project! Are you an innovative, strategic leader passionate about systems transformation and systems change? If so, leading the implementation of the Community Information Exchange may be the opportunity for you.

The Community Information Exchange (CIE) is an ecosystem comprised of multidisciplinary network partners using a shared language, resource database, and integrated technology platforms to deliver enhanced community care planning. A CIE enables communities to have multi-level impacts by shifting away from a reactive approach, towards proactive, holistic, person-centred care.

What to expect in the role:

Job overview

This position will be the lead in the implementation of a Community Information Exchange (CIE) and other related initiatives. While the position will be employed by and reporting to Distress Centre they will work with multi-system partners across the network through the implementation of the CIE

Primary Duties

This is not an exhaustive list of duties, but meant to give you a sense of what you'll be doing on a regular basis. Other related duties may be required.

Project Leadership

- Report to and assist the Chief Executive Officer with the implementation of the CIE
- Utilize exceptional attention to detail and balance to oversee and implement all aspects of the project work plan including but not limited to: project kick off, governance and partnership structure development, CIE structural establishment, evaluation, communication materials development, technology review and selection, alignment with other collaborations and initiatives, ongoing sustainability planning
- Lead and motivate current partners and prospective partners in contributing to the overall vision and values of the CIE

- Oversee quality assurance processes and accountabilities for all partners
- Monitor outcome data and utilize it to inform project development and decision-making
- Lead funding reports for CIE and lead or support with all proposals related to CIE
- Prepare project budgets; monitor project spending
- Develop a strong working knowledge of the CIE and related components
- Participate in collective CIE work nationally and across North America
- Provide leadership to related initiatives as they arise throughout the project period

Partnership Management

- Invest in relationship building with each partner and potential partner in the current ecosystem and as it grows
- Provide responsive and tailored support to all partners and their unique needs in the initiative
- Provide excellent and clear communication to all partners with regular updates and other important information
- Engage partners in decision making where needed
- Foster a culture of energy, passion, and dedication across the collaborative

Staff/Consultant Oversight and Support

- Oversee and support hiring, onboarding, and performance management of project staff
- Lead the RFP development, selection and oversight of project consultants in collaboration with network partners

Promotions

- Lead the development of communication materials, in partnership with network partners locally and nationally
- Implement creative thinking around promotional efforts to engage stakeholders, partners, and community members
- Support and implement communication strategies related to the initiative

Agency Leadership

- Participate in developing and implementing the strategic direction of Distress Centre Calgary System Leadership Pillar
- Coordinate with the Chief Executive Officer regarding service delivery, administrative and community issues;
- Provide general leadership functions as well as coverage across the agency when required.

Hours of work and location

This position is 35 hours per week. General working hours are 9am – 5pm, however we ask for some flexibility to work the occasional evening and weekend as needed.

What you bring to the role:

Qualifications/ Experience

- Graduate degree in related field.
- 5 years leadership experience
- Extensive experience in partnership work, collaboration and network leadership is required
- Previous experience with writing funding proposals/reports
- Familiarity with data sharing and privacy implications, client information databases, data collection and outcomes reporting
- Core Brain Story Certification through Alberta Family Wellness Initiative an asset

Skills/Abilities:

- Ability to think strategically.
- Excellent communication, including written, public speaking, and presentation skills
- Comfort with learning new technology and ability to support others in doing so

Core Competencies:

- **Client/Service Centred Work** – you make clients the ultimate focus of our agency, team, and individual choices and actions.
- **Partnerships, Relationships, & Teamwork** – you build and maintain productive, collaborative working relationships within and across groups, both internally and externally, to accomplish our common goals.
- **Growth Mindset/Learning** – you actively identify new areas for learning and take advantage of opportunities to learn in whatever form they come. You apply your newly gained knowledge in your jobs and share these skills with others.
- **Communication** – you clearly convey information and ideas through a variety of media in a way that engages the audience and helps them to understand and inviting dialogue and inciting action where appropriate.
- **Diversity, Equity & Inclusion** – we build and sustain an inclusive work environment where all individuals are welcomed, supported, respected, and valued for their unique experiences, perspectives, talents, and contributions.
- **Change Management** – you maintain your team and personal effectiveness when being impacted by changes within the organization.
- **Self-Management** – you take responsibility for yourself and your actions.

Other Requirements:

As a condition of employment, the successful candidate will be required to be fully vaccinated against COVID-19 and provide proof of their vaccination status in accordance with Distress Centre Calgary COVID-19 Immunization and Safety policy, unless accommodated based on a medical condition or other protected ground defined under the Alberta Human Rights Act.

What Distress Centre has to offer:

- Opportunity to work for an organization that's making a difference in our community
- A great working environment with supportive colleagues
- Opportunities for learning and mentorship, including paid development days and a staff development fund
- Competitive salary
- Benefits that include a matching RRSP program
- Vacation time starting at 3 weeks

How to apply:

If this sounds like a great match for you, please send your cover letter and resume by email to: christies@distresscentre.com and reference **Senior Manager, CIE** in the subject line.

Unfortunately at this time we do not have the resources to answer phone inquiries or to respond to all applicants. Only those selected for an interview will be contacted.