

# JOB POST

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## **Purpose**

Reporting to the Manager, Mental Health & Settlement, the Coordinator will engage in administration, communications, data planning and management, outreach, and client support activities.

TIES' Mental Health & Settlement Department caters to the mental health needs of immigrants and vulnerable Canadians. This position will support four core activities: Online Resources, Psycho-education Workshops, Mental Health Counselling, and Community Development. This position's special focus will be on supporting youth and families.

## **Key Responsibilities**

### **Program Coordination & Client Services**

- Conduct outreach and engage with clients, as well as respond to inquiries from the public, community organizations, and referring agencies
- Schedule counselling sessions, workshops, and presentations
- Coordinate room bookings and ensure therapy spaces are organized and stocked
- Respond to counselling client inquiries via phone, email, or in person
- Support client intake, appointment booking, and requests from counsellors

### **Administrative Support & Data Management**

- Maintain accurate data and records for client participation, program outcomes, and funder reporting
- Track referrals, program statistics, and counselling usage in shared tracking systems
- Support the preparation of internal and external reports, including for funders
- Financial administration tasks, including submitting receipts, tracking program spending
- Assist with volunteer/practicum onboarding and hours tracking, store necessary documents as per the TIES Volunteer policy

### **Program & Interdepartmental Support**

- Act as liaison with Gateway; monitor Gateway system referrals and attend relevant meetings
- Participate in staff meetings and other meetings as needed
- Support the operation of the Mindfulness Hub

### **Others**

- Help other TIES programs and employees when needed
- Perform other work-related duties assigned by the Manager

- Participate in the development and facilitation of client-facing workshops as needed
- Participate in the appropriate committees

## **Competencies (define the abilities, skills, motivations, knowledge, and traits to perform the job)**

### Knowledge of:

- Microsoft Office
- Basic knowledge of programs and services available for immigrants and vulnerable Calgarians, both internal and external to TIES
- Cross-cultural communication and culturally responsive practices
- Mental health interventions, approaches, and best practices
- Trauma-informed approaches

### Skills:

- Strong interpersonal skills and effective communication skills with the ability to interact with clients and stakeholders from various ethnic/cultural backgrounds
- Excellent writing skills
- Problem-solving and critical thinking skills
- Good time management and organizational skills, and comfort with handling multiple responsibilities
- Client-facing skills including workshops, group work, psycho-education, etc.

### Ability to:

- Work effectively and efficiently both independently and in a team environment.
- Handle a high volume of work through prioritization and time management.
- Learn and build relationships with community service organizations.
- Demonstrate strong work ethics and commitment to the success of the organization.

## **Education and Experience**

- Post-secondary degree in Human Services/social sciences or equivalent experience
- At least 3 years of experience in a related field, preferably within a mental health or non-profit setting
- Experience with community-based mental health programs and/or crisis support
- Multilingual ability is considered an asset

**If you feel this position suits your career goals, and you have the skills we are looking for, please send your resume and cover letter to [azitaafshar@immigrant-education.ca](mailto:azitaafshar@immigrant-education.ca).**

**We thank everyone for their interest in these positions, but only candidates who have been shortlisted will be contacted. Thank you for taking the time to send us your applications.**