



Mental Health Commission
of Canada Commission de
la santé mentale
du Canada

Executive Assistant to the President and CEO

Reports To:

President and Chief Executive Officer

Position Type:

Permanent Full-time

Location:

Ottawa, ON/Hybrid

Application Deadline:

March 31, 2023 (Interviews may take place prior to application deadline)

Starting Salary Range:

\$72,000 - \$82,000

LAND ACKNOWLEDGEMENT

The Head Office of the Mental Health Commission of Canada is located on the unceded, traditional Territory of the Algonquin Anishinaabe Nation, in what is now called Ottawa, Ontario. We acknowledge that for thousands of years, the Algonquin People protected these lands, the Ottawa River Watershed, and its tributaries. As a national organization, we also acknowledge that we work on the traditional lands of many different nations. Today, a path to truth and reconciliation begins with recognizing both the stewardship and the sacrifices of the original peoples. We are committed to recognizing the errors of the past, acknowledging the challenges of the present, and contributing to a new and equitable relationship with the First Peoples.

ORGANIZATIONAL BACKGROUND

The Mental Health Commission of Canada (MHCC) was created to focus national attention on mental health issues and to work to improve the health and social outcomes of people living with mental illness.

The Commission is seen as a leader nationally and internationally in several areas. Building upon the work done to date, the core mandate, and the unique position of the Commission, and guided by *Changing Directions Changing Lives: The Mental Health Strategy for Canada*, the Commission will focus in the areas of, substance use, suicide prevention, population based initiatives, and engagement. This prioritization will enable the

Commission to be successful in meeting its mandate, staying focused, and having a measurable impact for those living with mental illness and their families and caregivers.

The organization continues to evolve with the recent establishment of its charitable arm and a social enterprise, MHCC-Opening Minds, that offers accessible training programs for those seeking to proactively support mental health in their workplaces and communities.

The MHCC is a champion for psychological health and safety in the workplace and received the Canada Order of Excellence Award for Mental Health at Work from *Canada Awards for Excellence® (CAE)* in 2020 and 2017 as well as the Gold Award for Mental Health at Work in 2014. We continually invest in and co-develop the culture we want for our workplace.

You will join an organization that prioritizes the mental health and wellbeing of staff, celebrates the contributions of employees, and promotes good communication and positive relationships.

POSITION OVERVIEW

The Executive Assistant provides senior level administrative support to the President and Chief Executive Officer (PCEO) and may also provide provisional support within the PCEO office. Requiring tact, discretion, and professionalism, this position ensures that key administrative deliverables and services are provided in a timely, effective and proficient manner with attention to detail and in keeping with our principles of health, safety and wellness.

DUTIES & RESPONSIBILITIES

- Coordinate the functions of the PCEO. Arrange and maintain a complex and ever changing schedule of meetings, teleconferences, speaking events and appointments.
- Coordinate travel arrangements and accommodations for the PCEO and meeting participants as required. Arrange meeting rooms and hospitality when required. Ensure proper and updated itineraries are made available as circumstances warrant utilizing established Commission processes.
- Maintain the Expense Tracking System and ensure that all charges are documented, updated and available to be processed on a timely basis.
- Provide a Quarterly Travel Expense Report to the Corporate Secretary for PCEO Travel for the Finance and Audit Committee with PCEO'S signature
- Prepare and organize documentation and materials for meetings, as required, working at times collaboratively with other staff and departments.
- Prepare correspondence and agendas on behalf of the PCEO.
- Receive, respond and direct email, telephone inquiries and mail courteously, professionally and in a timely manner to ensure efficient communications management. Provide responses for e-mail, mail and telephone inquiries as may be required from time to time.
- Accurately record, deliver and communicate messages. Develop and maintain filing and

- bring-forward tracking systems for follow up purposes.
- Establish and manage relationships with key stakeholders regarding requests for appearances, information and meetings.
 - Compile and distribute information to the Executive Leadership Team (ELT) for meeting and action documentation and follow up purposes.
 - Attend all ELT Meetings to record Minutes, Action Items and Decisions. Add Meeting information to the Agenda in the Portal for each meeting.
 - Assist with the coordination of conferences and national and local meetings as required, including invitations, agendas, speakers, presentations, meeting rooms and hotel accommodation. Prepare meeting materials, speaking notes, presentations, and handouts.
 - Liaise with executive/administrative assistants and other Commission staff to ensure full coordination and communication occurs.
 - Provide general administrative support in the office, including photocopying and scanning.
 - Coordinate invoices with finance and administration staff, including coding of invoices and expense claims.
 - Maintain the contact relationship management system (CRM).
 - Ensure contracts with vendors and consultants for PCEO Office are complete through Salesforce and obtain proper approvals and signatures.
 - File and archive meeting proceedings and documents.
 - Commitment and demonstration of our workplace values and principles in the area of physical and psychological health, safety and wellness.
 - Undertake other tasks and assignments as required.

SKILLS AND EXPERIENCE

- Exceptional communication skills, both verbal and written.
- Highly developed organizational skills to ensure information is managed and delivered in a timely and effective manner.
- Demonstrated experience managing a complex and ever-changing schedule of meetings, teleconferences, speaking events and appointments
- Demonstrated experience coordinating travel arrangements as required, as well as preparing expense claims.
- Demonstrated skill and experience recording minutes, action items and decisions.
- Proactively determine task priorities and organize work flow accordingly.
- Ability to work independently and unsupervised.
- Flexibility of work hours to ensure deliverables are met in a fast paced environment of changing/conflicting priorities and high deadline demands.
- Ability to meet deadlines which are frequently tight.
- Ability to take initiative when appropriate and to respond appropriately to requests for information.
- Diplomacy and negotiation skills to manage potential issues/conflicts.
- Ability to maintain strict confidentiality.

- Ability to deal with sensitive matters and information in a discreet manner.
- Proficiency in MS Office (Word, Excel, PowerPoint, and Outlook), and Windows.
- Familiarity with technologies for e-mail, phone and office management.
- Experience with a customer relationship management software is an asset (e.g. Salesforce).
- Experience with Sharepoint is an asset.

QUALIFICATIONS

- Diploma or certificate in Office Administration or a combination of similar training and experience.
- Minimum 5 years of executive administrative support in a fast paced, demanding environment, ideally reporting to an Executive or President/CEO
- Knowledge of mental health issues/challenges an asset.
- Proficiency in both official languages (oral and written) is required.

COMPETENCIES

- Values and Ethics
- Respectful of Diversity
- Continuous Learning
- Results Management
- Team work and Cooperation
- Oral/Written Communication
- Health, Safety, and Wellness (physical and psychological)

PHYSICAL DEMANDS

- Moderate to extended periods of time spent in meeting-type settings
- Extended visual requirements (5+ hours) due to computer-related work
- Extended periods of time (5+ hours) spent in sitting position (computer work, meetings etc.)
- High degree of attention to detail is required
- Moderate level of stamina due to work time requirements with some requirements to work beyond a 7.5 hour day. Some travel may be required.
- Must be comfortable working in open space and virtual environments
- Must be able to work effectively from home temporarily or as needed; including the availability of reliable internet and working environment (desk, chair etc.); please note that the Commission does not reimburse for internet, utilities or other home office type expenses including desks, chairs, etc.

PSYCHOLOGICAL DEMANDS

- Continuously deadline-driven requirements
- High level of multi-tasking
- Moderate to high exposure to stress resulting from multiple interactions, internal and external customer relations, and output requirements.
- Capacity to effectively organize and prioritize own work
- Responsive to rapid changes in priorities
- Adaptable to change (organization and work level)
- High degree of emotional intelligence required in order to develop and maintain good relationships, communicate clearly, influence others, work well in a team, and manage conflict
- Performance goals and objectives are established yearly and regularly reviewed

As a pan-Canadian organization committed to Reconciliation we encourage applications from individuals who identify as Indigenous (First Nations, Inuit, and Métis).

The Mental Health Commission of Canada is committed to diversity in the workplace and workplace well-being. As such, applications from individuals from diverse backgrounds such as; First Nations, Inuit, and Métis, members of a visible minority group and those with lived experience of mental health problems or illnesses are welcomed and encouraged.

The Mental Health Commission of Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Accessible formats and communication supports for applicants are available upon request by contacting Human Resources at hr@mentalhealthcommission.ca

Please apply for this position through the following link:

<https://portal.altisrecruitment.com/jobad?b=altisprofessional&jobid=6573-Bilingual-Executive-Assistant>

or send your resume and cover letter to
nicole.preston@altisrecruitment.com

While we appreciate all applications, only those selected for interviews will be contacted.