

OPPORTUNITY PROFILE

Director, Knowledge Exchange Centre



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THE ORGANIZATION

The Mental Health Commission of Canada (MHCC) is a non-profit organization 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 goal of the MHCC is to help bring about an integrated mental health system that places people living with mental illness at its centre. To this end, the Commission encourages cooperation and collaboration among governments, mental health service providers, employers, the scientific and research communities, as well as Canadians living with mental illness, their families and caregivers.

AN OVERVIEW OF THE KNOWLEDGE EXCHANGE CENTRE

The mental health community in Canada is anxious to have a transformed mental health system that will meet the needs of all Canadians. As a result MHCC envisions the creation of a **Knowledge Exchange Centre** (KEC) that establishes itself as a reliable and collaborative means for people from across Canada to come together, access information, share their knowledge and exchange their ideas". The KEC will focus on the transfer and exchange of knowledge generated through systematic and collective processes.

For more information please go to www.mentalhealthcommission.ca

THE POSITION

The Commission is seeking a leader who is open to utilizing innovative ideas and approaches in coordinating the development and operation of its **Knowledge Exchange Centre**. Reporting to the VP of Knowledge and Innovation, the Director, Knowledge Exchange Centre, will provide the strategic and tactical direction required to build and manage a world class KEC to provide access, information and visibility in Canada and globally.

The Director of the *Knowledge Exchange Centre* will be required to provide ongoing interaction with members of the Commission's executive and the various constituencies that make up the "mental health system" including, but not limited to; users of services, providers of services, researchers, and policy-makers, to ensure that the KEC provides the greatest value.

Key Duties and Responsibilities:

Strategic Orientation:

- Provide strategic and technical leadership to the KEC team (direct reports and external consultants) in managing the development, implementation, enhancement, maintenance and integration of the *Knowledge Exchange Centre*.
- Sustain a competent and motivated management team and ensure each member is held fully accountable for meeting performance requirements and key deliverables.
- Further develop leadership capabilities and enhance project management and application development skills and business knowledge of team members.

- Demonstrate the skill/knowledge required to reach the objectives of the *Knowledge Exchange Centre* as well as contributing to the overall objectives.
- Develop knowledge-exchange policies to capture and build knowledge resources, based on best practices.
- Identify gaps and opportunities between internal resources and external requirements that align with MHCC's strategy, and KEC strategy.
- Liaise with key external stakeholders to develop partnerships in order to advance the KEC's capabilities in the area of knowledge exchange.

Operational Orientation:

- Develop project resource strategies, allocating budget, staff, tools and specialized support necessary for cost effective implementation.
- Review and approve activities/projects, focusing on a solutions approach, deliverables, cost estimates and delivery timeline.
- Accountable for overseeing the delivery of projects on time and on budget, meeting the stated requirements and the Commission's objectives.
- Develop knowledge exchange plans including, developing tools, resources and summaries, identification of audiences, messages and interventions to support KEC activities.
- Manage the procurement and work of contractors and temporary staff on specific projects as the need arises.
- Responsible for providing Board and executives with presentations, reports, budgets, and work plans as needed.
- Develop and expand the online capabilities of the KEC to reach more stakeholders and leverage work in the Commission and across the country.
- Liaise with key organizations, groups and individuals across the country to connect work and develop a network of networks.
- Develop offline knowledge exchange activities that target particular audiences such as First Nations, Inuit and Métis.
- Lead the Knowledge to Action cross cutting group at the Commission to integrate and coordinate knowledge exchange and communications work.
- Performs other duties as assigned by the VP, Knowledge and Innovation.

SKILLS & EXPERIENCES

Planning & Execution Experience:

- Significant experience in managing the design, development and implementation of strategic initiatives and activities, particularly in the area of knowledge exchange.
- Excellent planning and time management skills, with ability to multi-task, produce and coordinate projects to tight deadlines.
- Ability to access and understand multiple sources of data, research and grey literature produced by data organizations and those devoted to systematic reviews.
- Experience in developing new methods to summarize the research base and tacit knowledge surrounding major current issues in mental health, well-being and recovery.
- Well-developed complex problem-solving skills requiring probing for information to determine the nature of the problem; developing unique solutions; and comprehension of highly complex material.
- Excellent knowledge and demonstrated experience of health sector issues/challenges, preferably mental health.

- Experience in mental health or related field is an asset.
- In depth understanding of different stakeholder groups and the differences in knowledge exchange needs for these groups.
- Experience developing knowledge exchange activities targeted at different stakeholders.
- Demonstrated leadership and supervisory skills.
- Ability to delegate work appropriately.
- Ability to develop budgets, timelines and deliverables; manage externally contracted staff or services and report on progress and make adjustments as needed.

Interpersonal and Personal Skills:

- Demonstrated success working within interdisciplinary teams and in partnerships with groups such as expert volunteers, researchers, advocates, and service providers with excellent relationship-building skills.
- Developed oral and written communication skills, particularly related to summarizing multiple and complex sources of information so they are useful for various audiences.
- Proven track record as an innovator and creative strategic thinker.
- Ability to convene diverse groups.
- Developed interpersonal communication skills including experience developing and maintaining strategic partnerships and networks of significant numbers of internal and external stakeholders.
- Ability to prepare and deliver presentations to large and small audiences.
- Proficient in using various software including word processing, spreadsheet, presentation, electronic mail and scheduling.
- Ability to bring people and groups together that ordinarily would not be working together.
- A team player accustomed to gracefully working within a fast-paced environment.
- Demonstrates adaptability, flexibility, diplomacy and tact.
- Excellent analytical and interpretive skills.
- Ethically uncompromising, exhibiting the highest level of personal and professional integrity.
- Progressive and forward thinking individual.
- Excellent verbal and written skills - open, receptive, persuasive, diplomatic and articulate.

QUALIFICATIONS

- Master's degree in a related field with a minimum of 5-7 years relevant experience, with some of these years in a leadership capacity.
- Ongoing professional development with emphasis on leadership. Project management experience would be considered an asset.
- Ability to speak both official languages would be desirable.
- Formal experience and/or training in knowledge exchange or knowledge transfer would be beneficial.
- National experience would be an asset.
- Leadership track record in developing and implementing new and innovative "firsts."

COMPENSATION

An attractive compensation package including a strong benefits package is provided and will be discussed in a personal interview.

For further information please contact

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