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**Bilingual Knowledge Translation Writer**

**Montreal or Toronto Office**

**OPPORTUNITY:**

This position supports Kids Help Phone’s Knowledge Mobilization activities by using previous clinical counselling experience and bilingualism to conduct research, develop materials and work collaboratively on ongoing knowledge translation projects. Specific duties include: conducting systematic, topic-based literature reviews and developing summary documents; responding to emerging organizational needs for issue-specific information and research scans; supporting the uptake of this information by increasing engagement with the Knowledge Mobilization System (KMS); and developing, contributing to and/or writing content for the kids and teens websites

**RESPONSIBILITIES:**

A major portion of this portfolio involves the development of Kids Help Phone’s clinical knowledge base through research and writing. This includes compiling the latest empirical research and grey literature (last 5 years) in each identified subject area through the use of social sciences databases, library and online research and developing a network of internal and external sources and contacts who can contribute to and review content. This also includes developing, understanding and translating knowledge in the optimal format(s) that work for Kids Help Phone counsellors, in English and French.

Duties also include:

1. **Updating and Maintaining the Knowledge Management System (KMS)**

* Complete as needed and special-case maintenance and updates to the Knowledge Management System (KMS)
* Enter all content developed into the KMS, ensuring usability and consistency of formatting
* Regularly reviewing page-based user feedback, and making suggested changes / improvements as appropriate, and in consultation with supervisor and counselors

1. **Developing and Supporting Kids Website topic and program development**

* Develop and/or write content, in English and French, as needed for the Kids and Teens websites and/or for programs and initiatives using developmentally appropriate language that is suited for the targeted audiences
* Contribute to the multidisciplinary web content development team by acting as an expert for subject areas researched with consultation with supervisor, KM team, counsellors and other counselling services staff, as needed
* Engage with young people to solicit feedback about the website, in collaboration with other team members such as the Manager, Kids Website and Online Services and supervisor

1. **Other**

* Support the work of the Clinical Practice Specialists by surfacing the latest research about particular training topics as identified by Counselling Services
* Respond as needed to external inquiries about Kids Help Phone services and Knowledge Translation projects
* Support the organization’s emerging information needs by performing research reviews and undertaking fact checking activities to assist with the development of topic-based messaging or policy related initiatives

The selected individual will also manage relationships with Subject Matter Reviewers and respond to cross-organizational departmental and external requests for accurate messaging and materials, in consultation with the Senior Manager.

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**CANDIDATE REQUIREMENTS:**

This position requires graduate level education in an applied social science (e.g. Counselling, Psychology, Social Work) with clinical experience offering counselling to children, youth and families. As well, applied knowledge of at least one of the following counselling approaches: Brief Solution Focused Therapy, Narrative Therapy, Crisis Intervention and understanding of academic writing standards (e.g. APA, MLA formats) are essential.

The selected candidate will be fluently bilingual (written and verbal) in French and English.

Applicants must possess three (3) years of writing experience with experience developing comprehensive / systematic literature reviews while experience working in Knowledge Mobilization / Knowledge Exchange is a strong asset.

We are seeking a skilled individual with a well-developed decision-making history and the ability to write to a diverse range of stakeholders. The selected candidate will need excellent collaboration and relationship management skills coupled with strong presentation skills and written communication skills to work with internal and external stakeholders. The ability to receive and integrate feedback from a variety of stakeholders is essential.

Experience with SharePoint, content management systems and basic wiki mark-up is an asset.

**THE APPLICATION PROCESS:**

If you are inspired by helping to meet the quickly evolving needs of young people in Canada today and are ready to contribute to a dynamic organization dedicated to improving their mental health and well-being, please visit; <https://workforcenow.adp.com/jobs/apply/posting.html?client=KIDSHELP&lang=en_CA>, open the posting and click the “Apply” button in the top right corner of the page. Please attach a single file, with your resume and cover letter in both languages, titled: ***lastname\_firstname\_bilingualknowledgetranslationwriter* 2016**.

This posting will close on Monday, January 25, 2016.

For more information about Kids Help Phone, please visit our website at: <http://org.kidshelpphone.ca/about-us/>

**THE ORGANIZATION:**

Kids Help Phone is a Canadian and world leader, known for our expertise in providing vital, innovative counselling services to children and youth. Since 1989 we have offered children, teens and young adults in Canada a critical lifeline of hope and support, through our free, anonymous and confidential service. Our professional counsellors support the mental health and well-being of young people ages five to 20, in urban, rural, and remote communities, by providing one-on-one counselling, information and resources online and by phone. Our internationally recognized, award-winning websites are considered a model of child-focused interactive design, and offer online counselling forums and engaging, therapeutic games, tools and information to encourage resilience and self-care. A community-based national charity, Kids Help Phone receives no ongoing financial support from government or any larger funder and relies on community and corporate support to keep our essential service available. We’re there for the 6.5 million young people in Canada, 24 hours a day, and 365 days a year, in English and in French.

*Kids Help Phone is committed to an inclusive, equitable and accessible workplace. We welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, members of sexual minority groups, and others who respect and reflect the diversity of service users.*