



Young Adult
Mental Health
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THE FUTURE OF MENTAL HEALTH



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Digital Enterprise Coordinator

CONTRACT PERIOD

December 2020 to March 2021

Please note that the above contract period is an estimate and may be extended as the project progresses and based on growth results.

ORGANIZATIONAL DESCRIPTION: Stella's Place focuses on integrating peer support with evidence-based treatment, delivering mental health services virtually and face to face to young adults (age 16 to 29). Stella's Place entered the digital health space early and codesigned a scalable mobile chat app, BeanBagChat™. The platform has been operating for 2+ years and is robust, responsive, functional and impactful following beta testing and implementation. Work to enhance the platform is continuous and ongoing. Entering into software agreements with other organizations who seek to support young adults to access support, navigation and connection to the mental health service system through implementation of a virtual, accessible 'front door' is an organisation priority. Stella's Place continues to digitize other aspects of service delivery and seeks digital implementation skills to advise and support the continuing pivot to virtual delivery platforms. Stella's Place is committed to equity and diversity and encourages applications from diverse racial and cultural communities, and individuals who identify as LGBTQIP2SAA.

POSITION DESCRIPTION: Reporting to the Executive Director, the Digital Enterprise Coordinator (DEC) is responsible for working with the BeanBagChat developers, other third parties and the Stella's Place program delivery team to develop and implement our go to market plan, coordinate continued platform development to enhance robustness, lead the engagement of partner organizations and collaborate in developing Software Licensing Agreements with several organizations who seek to expand their virtual offerings.

You are an energetic, results-focused, self motivated, creative and entrepreneurial person with exceptional people engagement skills to move Stella's Place and the mental health space forward through scaling of this innovative virtual service delivery product. This position is an exciting opportunity to build the capacity of our proprietary mobile chat app as a pathway for online engagement of young adults with mental health support. This is a critical mission and of primary importance during and coming out of the pandemic as young adults are significantly impacted by mental health challenges.

Community, education and health organizations and government and private investors are seeking innovative ways to respond to the needs of young adults, students and employees in the virtual e-health space. The DEC will collaborate to develop and implement the next step in scaling BeanBagChat™ to meet these needs, through building effective relationships with young adult staff and users, Stella's team members, our expert business advisors, organizational customers, decision-makers, funders and our development team.

18 Camden St. Toronto M5V 1V1 | 416.461.2345 | www.stellasplace.ca

Charitable Registration #: 817186935RR0001



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RESPONSIBILITIES:

- *Develop, implement, monitor work plans for business development in collaboration with key team members (SP staff, Developer/Vendor, Advisors, organizational partners)*
- *Lead planning and post-beta scaling of our leading edge digital solution to alter pathways to peer support and mental health services in Ontario*
- *Develop/strengthen Business Plan, product documents required for sales, delivery, support and ongoing development of the solution and integrating research findings regarding user experience and outcomes/impacts*
- *Engage with external pipeline of organizational decision-makers to establish pipeline and growth plan*
- *Ensure capacity for high integrity maintenance, hosting and upgrades is sustainable*
- *Collaborate to identify technology requirements against current functionality, and work with the co-development and implementation teams to refine business and service delivery solutions*
- *Implement marketing/sales strategy for and outreach to potential organizational customers/licensees*
- *Engage consultants to ensure accessibility, safety, privacy and security levels meet exceed regulatory requirements and mitigate risks*
- *Complete budget/financial management and reporting to funders, organization, clients*
- *Provide scheduling, oversight and liaison with vendors/development team to prepare for implementation with organizations interested in licensing BeanBagChat*
- *Identify/consolidate and develop relationships with pipeline of potential licensing organizations*
- *Ensure custom enhancement requirements are gathered/completed for licensing organizations*
- *Coordinate implementation and training of organization users/licensee operators for launch*

QUALIFICATIONS REQUIRED:

- *At least 2 years of project management or team leadership experience in technology implementation, business development, training and/or post-implementation support planning*
- *A proven track record of developing strong relationships with diverse stakeholders to achieve results*
- *Experience in business/marketing plan development and implementation; results and client service-focused*
- *Experience in tech/ software development implementation or business development*
- *Strong organizational and planning skills*
- *Demonstrated ability to find the best solution to diverse challenges; flexible, creative thinker*
- *Experience in managing relationships with tech vendors and comfort with tech development culture*
- *Strong leadership, collaboration and people skills*
- *Excellent interpersonal, verbal and written communication skills with the ability to communicate complex processes in user-friendly terminology*
- *A diploma in Health Informatics, Business or Project management; University degree (Bachelors required, Masters preferred) or equivalent experience required*
- *Demonstrated proficiency in Microsoft Office elements, G-suite/Gdocs, project management software*



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PREFERRED ASSETS:

- Experience in the mental health/health sector, working in the space between program delivery, tech and/or decision support to engage org staff in using virtual platforms to meet staff and user needs
- A project management designation or certification, business-related training
- Experience with health services research or health informatics implementation projects

HOURS AND REPORTING:

You will report to the Executive Director. This is a full time position, at 40 hours/week. You will be required to work flexible hours, including some evenings and weekends. Our compensation and benefits package is very competitive.

PLACE OF PERFORMANCE

Most of the work is slated to take place on a virtual work basis. Occasionally, travel may be required to prospective and licensed organizations. Based in Toronto, Ontario.

DIVERSITY, EQUITY, AND ACCOMMODATION:

Stella's Place is committed to having a workforce that is reflective of the diversity of the City of Toronto in general and of our participants in particular. We strongly encourage applications from racialized persons, indigenous persons, persons with disabilities, persons of diverse sexual orientation, gender identity and gender expression and all those who can provide and contribute to diversification of perspective at Stella's Place.

Stella's Place is committed to hiring practices that are inclusive and barrier free. Stella's Place will provide reasonable and appropriate accommodation during all stages of the hiring process in accordance with the Ontario Human Rights Code in order to ensure the equal and fair assessment of all job applicants. Applicants are asked to make any accommodation request in advance.

YOUR APPLICATION:

Interested and qualified candidates are invited to submit a cover letter outlining your interest in working with Stella's Place (along with a detailed résumé) to careers@stellasplace.ca with subject: Digital Enterprise Coordinator by DECEMBER 14, 2020. The position will be open until filled.

We thank all candidates for their interest. We regret that only those selected for an interview will be contacted.