



Senior Manager, Executive Office & Board Administrator

The Role and Opportunity

Reporting to the CEO, the Senior Manager, Executive Office & Board Administrator plays a central role in supporting the leadership and governance of CMHA Toronto. As a trusted partner to the CEO, this position provides senior-level executive and governance support to ensure the effective, coordinated, and responsive functioning of the CEO's office, the Executive Leadership Team, and the Board of Directors. Acting as an extension of the CEO, the role anticipates needs, manages competing priorities, and ensures the smooth and reliable operation of executive and governance functions in support of the organization's mission and strategic objectives.

The Senior Manager, Executive Office & Board Administrator serves as the primary lead for Board and Board Committee operations, working closely with the CEO, Board Chair, and senior leaders to enable strong governance practices, informed decision-making, and organizational accountability. This role requires the efficient and accurate management of specialized, detailed work in a fast-paced environment. Exceptional attention to detail, sound judgment, and a high level of discretion is required. A strong commitment to quality, follow through, and timeliness is essential to supporting CMHA Toronto's leadership.

About CMHA Toronto

[CMHA Toronto](#) is the city's leading community mental health agency. We provide accessible, quality care for Toronto residents through programs, research and advocacy that create belonging and hope. At CMHA Toronto, we take a client-first, recovery-oriented approach to supporting people and their families when they experience mental health challenges or live with mental illness. By integrating health and social care, we provide services that aid in long-term wellness including housing, employment, community connections and so much more. Our goal? Help everyone thrive in the community.

Responsibilities

Support

- Provide senior-level administrative and operational support to the CEO, including calendar management, coordination of priorities, correspondence, and follow-up on key deliverables
- Prepare, edit and format briefing notes, presentations, reports, and executive correspondence for internal and external stakeholders
- Prepare draft agendas and coordinate logistics for executive meetings and off sites and other executive-related events
- Anticipate executive needs and deadlines, proactively addressing issues and ensuring continuity of executive operations
- Champion internal communications for the Executive Team, including updates that need to be communicated across the organization



Governance, Board and Board Committees

- Ensure governance practices align with organizational policies and wise practices
- Work closely with the CEO and Board Chair to develop and implement strategy to advance and improve governance at CMHA Toronto
- Support governance-related processes such as Board onboarding, recruitment, evaluations, and compliance requirements
- Lead all Board of Directors and Committee administration, including annual calendars, meeting schedules, meeting logistics, and minutes
- Ensure timely preparation, quality review, and secure distribution of Board and Board Committee materials
- Understands and drafts complex governance documents in support of Board and Board Committee mandates, legal and regulatory requirements, and good corporate governance practices in a healthcare organization
- Draft accurate minutes and maintain action and resolution tracking to support accountability
- Maintain official governance documentation, including constating documents, Board policies, terms of reference, manuals, meeting minutes and historical records

Stakeholder Coordination

- Act as a key point of contact for Board members, senior leaders, and external partners on governance and executive matters
- Handle sensitive and confidential information with a high level of discretion and sound judgment
- Ensure records, documentation, and deliverables are accurate, complete, and retained appropriately
- Serve as a representative of the CEO Office, consistently reflecting the CEO's presence, values, and professional standards

Experience & Education Required

Education

Diploma in Business Administration, related discipline or equivalent.

Certification (or at least formal training) in governance administration is a strong asset (i.e. through Governance Professionals of Canada, Chartered Governance Institute of Canada, etc.).

Related Experience:

- 6+ years experience supporting a President, CEO, or senior executive in a complex organization
- 6+ years experience supporting Boards of Directors and senior governance processes
- Strong organizational, time-management, and prioritization skills



- Excellent written and verbal communication skills, proof reading and editing skills with experience preparing executive- and Board-level materials
- High level of discretion, professionalism, and sound judgment
- Proficiency with Microsoft 365 and digital collaboration tools
- Experience using AI tools to support drafting, analysis, and workflow efficiency
- Proficiency with board portal platforms (CMHA Toronto uses BoardEffect)
- Experience in nonprofit, healthcare, or public-sector environments is an asset

Skills Required

- This role is expected to demonstrate executive management competencies aligned with CMHA Toronto's framework, including self-awareness, collaborative leadership, client-centred focus, innovation and forward thinking, solutions and results orientation, and strong ethics and judgment.
- Communicate effectively both verbally and in writing in a clear, thorough and timely manner.
- Establish and maintain positive working relationships.
- Demonstrate good listening skills.
- Strong digital mindset, using digital tools to create materials, manage executive- and Board-level workflows, and support the organization's early adoption of generative AI.
- Ability to work cooperatively and effectively with others to enhance organizational effectiveness.
- Assess situations to determine importance and priority and make clear decisions
- Strong planning to create and implement actions plans and evaluate the process and results.

Why Choose CMHA Toronto?

If you care about mental illness and mental health and you have the right skills, then CMHA Toronto may be the place for you. We have a positive and fair workplace culture, where staff are provided with opportunities for learning and advancement.

Our benefits include:

- Health Care of Ontario Pension Plan (HOOPP), a predictable, secure monthly income upon retirement
- Comprehensive Group Health Insurance – Health, Dental, Vision, Paramedicals
- Short-term and Long-term Disability programs and life insurance to protect your income upon illness or injury
- Work-life balance and flexibility – to ensure you have time for the things that matter to you
- Annual Professional Development Funding for career learning and advancement
- Work with like-minded, passionate individuals and make an impact on mental health service delivery
- Build genuine and authentic connections, with colleagues and clients, with the goal of making a difference

CMHA Toronto is an award-winning workplace committed to fostering a culture of collaboration, empathy, and accountability. Our staff value the flexibility in work schedules, the emphasis on work-life balance, and the organization's commitment to continuous learning through training and development opportunities. Many employees highlight the strong sense of community and support that make CMHA Toronto feel like more than just a workplace—it feels like a community.

As an equity-informed employer, CMHA Toronto reflects the diversity of the communities we serve and is committed to fostering an inclusive and equitable workplace. We encourage applications from equity-



**Canadian Mental
Health Association**
Toronto

deserving candidates, including Black, Indigenous, and racialized individuals, people with disabilities, 2SLGBTQ+ individuals, and women. We recognize and honour the intersectionality of equity-based identities. Personal experience with mental health challenges, whether firsthand or through a loved one, is considered an asset. If you are contacted regarding a job opportunity, please inform us before the interview if you require an accommodation.

How to Apply

Candidates must submit their application package, including their cover letter by 5:00 p.m. Eastern Time on May 5, 2026, via the [Careers at CMHA Toronto](#)

To be eligible for this role candidates will be required to adhere to our COVID-19 policy and provide proof of vaccination.

Important Disclosure:

We do not use artificial intelligence (AI) to screen, assess, or select applicants at any stage of the hiring process.

This posting is for an existing vacancy.

CMHA Toronto thanks all applicants for their interest, however, only those selected for an interview will be contacted.