



Position Title: Access Facilitator, TCCS Project, full-time, fixed-term

Reports to: Manager, TCCS

Salary: \$66,105 per annum with comprehensive benefits package

Employment end date: December 31, 2025, with possibility of extension

Closing Date: Thursday, May 2nd, 2024 - 9:00 a.m.

Background: Toronto Community Crisis Service (TCCS) is a community safety and crisis support service program operated by service partners across Toronto. Gerstein Crisis Centre is the anchor for the downtown project. In July 2024, services will expand to include geographies east, west, and south of the downtown core.

Gerstein Crisis Centre (GCC) believes strongly that a model in which the earliest intervention for mental health need is provided by a mental health worker, rather than the police service, can provide opportunities to access the services people want and need to leverage help sooner, while reducing stigma, discrimination, and unnecessary police involvement. Our experience over the past three decades has demonstrated that this early intervention can put needed supports in place and often avoid unnecessary interactions with emergency services such as hospitals and police.

Gerstein Centre's involvement in TCCS builds on our many years of experience and commitment to collaborate, partner, and ally with others across the city to build a strengths-based, integrated, accessible, community-based, anti-racist and socially-just crisis response system.

Job Summary: The Access Facilitator receives requests for the Toronto Community Crisis Service Mobile Team from multiple access points including 211 and 911; provides immediate telephone intervention and facilitates access to a mobile team visit in the community, leveraging all crisis services to provide a timely response. The Access Facilitator assists in coordination of crisis follow-up and provides a central point of access for follow-up communication.

Successful applicants will have:

- at least five years of experience working in community mental health, crisis intervention, substance use specific services or experience in a related field;
- a broad understanding of all of the factors that impact an individual's mental health and well-being including the social determinants of health, trauma, poverty and homelessness;
- a demonstrated capacity to provide crisis intervention and utilize de-escalation strategies and interventions;

- a demonstrated ability to provide suicide risk assessment and interventions using the ASIST model;
- a demonstrated ability to work with issues related to substance use and concurrent disorders within a harm reduction framework;
- a demonstrated understanding of issues related to involvement in the Mental Health and Justice System;
- a demonstrated ability to adapt interventions to ensure equity, access, and accommodation;
- a demonstrated commitment to working through an Anti-Racist, Anti-Oppression, Trauma informed lens
- a demonstrated ability to provide/offer interventions to a diverse client group including Persons with Disabilities, Black, Indigenous, Racialized, LGBTIQ2S+ and Neurodiverse communities
- an extensive working knowledge of community supports available in the City of Toronto;
- a demonstrated capability to be flexible and to work under pressure;
- a demonstrated ability to work independently and collaboratively within a team;
- a demonstrated capability for leadership within a respectful and supportive team environment;
- a demonstrated ability to work collaboratively with clients, community partners and service providers and make appropriate use of resources;
- excellent oral and written communication skills in English
- strong organizational skills;
- a current and working knowledge of relevant legislation, including the Mental Health Act and P.H.I.P.A.;

Primary duties and responsibilities:

- receives requests for TCCS mobile team from multiple access points including 211 and 911 and other dedicated referral partners;
- provides timely assessment to determine appropriate course of action, including brief telephone crisis support when required;
- provides direct crisis response and intervention, support and follow-up to service users, as required;
- provides relevant information to and arranges for the mobile crisis team to respond;
- facilitates utilization of other available GCC mobile crisis services when required to provide timely response;
- monitors and provides support for the coordination of follow up services within 48 hours post crisis call as well as subsequent follow-up
- monitors and coordinates outreach activities
- actively participates in collection of data regarding client demographics and referral pathways, as per GCC established policy and protocols;

- provides CCIW staff with on-shift supervision, guidance and support, including feedback when needed;
- problem solves any emergent issues regarding clients, personnel, community access or referral;
- works collaboratively with 911 operators and dedicated referral partner to provide community with lowest-barrier access to mobile crisis intervention;
- participates in team meetings, reflective practice sessions, internal and external trainings, as required;

Please note:

- This position will involve:
 - Working a rotating shift schedule that may include days, evenings and overnight shifts;
 - Work at a designated office location that may be within a short-term residential setting;
 - Potential occasional remote work.
- We are particularly interested in hearing from individuals who represent the cultural diversity of Toronto, Black and Indigenous, LGBTQI2S+ individuals and those with lived experience of the mental health system.
- All GCC employees are required to provide proof of full vaccination for COVID-19

Please send cover letter and resume to: jobs@gersteincentre.org

Gerstein Crisis Centre is committed to equity in employment and to upholding the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act 2005 (AODA) in all its practices and policies. We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process. If you are a person who requires accommodation under the OHRC or AODA during the hiring process, please request in writing to admin@gersteincentre.org .