



Position Title: Crisis Intervention Worker, Concurrent Crisis Management -Follow-Up-Team

Reports to: Manager, Substance Use Crisis Team

Salary: \$67,177.50 per annum, with comprehensive benefits package

Closing Date: April 10, 2026, 5:00 pm (*applications must be received by this date and time*)

Job Summary:

The Concurrent Crisis Management/Follow-Up Team will provide crisis intervention to individuals experiencing serious and/or complex mental health issues. The Crisis Intervention Worker screens and assesses referrals, completes a comprehensive intake process, provides immediate crisis counselling and intervention and liaises with clients' other community support providers.

We have expanded our team in order to provide support to and work collaboratively with the South Riverdale and Regent Park Hart Hub locations. The HART Hub is an initiative of East Toronto Health Partners Ontario Health Team (ETHP OHT) led by South Riverdale Community Health Centre and St. Michael's Homes with support from 2-Spirited People of the 1st Nations, Alpha House, Anishnawbe Health Toronto, Comprehensive Treatment Clinic, COTA Health, Fontbonne Ministries, Gerstein Crisis Centre, Michael Garron Hospital, The Neighbourhood Group Community Services, The Neighbourhood Organization, The Salvation Army, and Woodgreen Community Services"

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 demonstrated ability to work with issues related to substance use and concurrent disorders within a harm reduction framework;
- 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 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 - to provide and adapt interventions to a diverse client group including Persons with Disabilities, Black, Indigenous, Racialized, LGBTQ2S+ 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 ability to work collaboratively with clients, community partners and service providers and make appropriate use of resources;

- a current and working knowledge of relevant legislation, including the Mental Health Act and P.H.I.P.A.;
- strong organizational and time-management skills
- strong oral and written communication skills in English
- a demonstrated ability to navigate multiple computer and communication systems;
- A valid Ontario 'G' Driver's License

Primary duties and responsibilities:

- Timely and appropriate assessment of client's crisis needs and/or response to referrals received, including assessment of client and staff safety;
- Exercises sound judgement in crisis and/or life threatening situations;
- Crisis Intervention/de-escalation by telephone and during community visits
- Provides suicide risk assessment and intervention
- Completes the Intake process
- Provides crisis counselling, short-term crisis management, advocacy and referrals, involving the client and members of his/her immediate support network in the process;
- Works collaboratively with clients to identify, develop and fulfill the goals they identify as meaningful and relevant;
- Fosters and assists in the development of self-reliance and strong peer connections;
- Liaises with Partnered agencies in the East Toronto HART Hub as well as with other initiatives as needed in order to maximize support to the client and ease movement through systems;
- Maintain and enhance service coordination;
- Appropriately advises and communicates with colleagues, Partner Agency staff, Manager of the Substance Use Crisis Team and the Director of Crisis Services, regarding the development of significant issues related to an individual client and his/her crisis situation;
- Arranges follow-up, linkages and referrals to appropriate resources;
- Organizes, when required, case conferences of involved client supports;
- Informs clients about resources to facilitate self-referrals, as required;
- Completes OCAN and other assessment tools

Working Conditions:

- Hours: Monday – Friday, 10:00 am – 6:00 pm - Travel within Toronto

Please Note:

- Work will include travel in the community locations across service geographies
- We are particularly interested in hearing from individuals who represent the cultural diversity of Toronto including, 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