



Position Title: Community Crisis Intervention Worker, TCCS-TTC Pilot-Project, fixed-term, full time
Reports To: Manager, TCCS-TTC
Salary: \$67,177.68 per annum, with comprehensive benefits package

Background:

Toronto Community Crisis Service (TCCS) is a community mental health and addiction crisis support service program operated by service partners across Toronto. Gerstein Crisis Centre (GCC) is the anchor for south central Toronto and south Etobicoke. In July 2024, services expanded to include geographies east, west, and south of the downtown core.

The TCCS Pilot Project with the Toronto Transit Commission (TTC) is an extension of TCCS provides crisis support and services for TTC service-users experiencing crisis within the TTC Downtown U-Zone of Line 1. Gerstein Crisis Centre (GCC) strongly believes that early intervention for mental health needs provided by a mental health worker, rather than an enforcement service, can facilitate access to help sooner, reduce stigma, discrimination, and unnecessary police involvement. This partnership with the TTC 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 Community Crisis Intervention Worker (CCIW) provides crisis intervention, de-escalation, crisis management, and follow-up services and referrals to individuals in the community who are experiencing mental health and/or substance use crisis. The CCIW in the TCCS-TTC Pilot Project will work collaboratively with TTC customers, staff, and community partners to provide help and assistance that is adapted to diverse needs and includes diversion away from unnecessary police or medical emergency response.

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
- Broad understanding of the intersecting factors that impact an individual’s mental health and well-being including the social determinants of health, trauma, poverty and homelessness

- The ability to provide and adapt crisis interventions and de-escalation within high traffic, public spaces
- Knowledge and skills to provide suicide risk assessment and interventions using the ASIST model
- Can demonstrate how to use a harm reduction framework with issues related to substance use and concurrent disorders
- A demonstrated understanding of issues related to involvement in the Mental Health and Justice System, including current knowledge of relevant legislation, including the Mental Health Act and P.H.I.P.A.
- A demonstrated ability to provide and adapt interventions to a diverse client group including Persons with Disabilities, Black, Indigenous, Racialized, LGBTQI2S+ and Neurodiverse communities
- An extensive working knowledge of community supports available in the City of Toronto
- Ability to coordinate services and collaborate with TTC Special Constables, Transit Control, Community partners and frontline staff while making appropriate use of resources
- 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 is an asset

Primary Duties and Responsibilities:

- Exercise sound judgement and provide timely in-person crisis intervention to individuals and families including assessment, de-escalation, conflict mediation, and suicide intervention
- Work collaboratively with individual in crisis to identify, develop and fulfill the goals they identify as meaningful and relevant
- Use TCCS supports to provide transportation to shelter or community support when needed. When appropriate, this may include accompaniment in crisis vehicle or provision of taxi or TTC
- Work with Access Facilitator to request support of Emergency Services or Special Constables only when required
- Provide referrals to community supports and services including substance use and wellness supports, housing support and referral, psychiatric assessment
- Where indicated, refer to TCCS supports and partners for follow-up crisis management and/or wellness checks
- Work collaboratively with community partners to maximize support of the client, ease movement through systems and help to create pathways to recovery goals
- Actively participate in data collection and analysis required by project by documenting client interactions as per established policy and protocols
- Participate in team meetings, reflective practice sessions, internal and external trainings as required

Please Note:

- Gerstein Centre services are 24/7. This position is in person, on-site, working a rotating shift schedule that will include days, evenings, overnights, and weekend shifts
- All direct service staff may be scheduled for rotating shift schedules that may include days, evenings, overnights, and weekend shifts
- From time to time, work may be scheduled at any one of GCC's crisis programs and services
- Work will primarily take place within the TTC Line 1 loop but may include travel across all TCCS 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

Please send cover letter and resume to: jobs@gersteincentre.org by Tuesday, May 19, 5:00 PM.

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