



Position Title: Community Crisis Intervention Worker (CCIW)

Reports to: Director, Crisis Services or Team Manager

Salary: \$69,127.68 per annum, with comprehensive benefits package

Background: A Community Crisis Intervention Worker (CCIW) provides crisis intervention, de-escalation, crisis management and follow-up services and referrals to individuals who are experiencing mental health and/or substance use crisis and are not currently in need of Emergency Services. The crisis worker will work collaboratively with community members to provide help and assistance that is adapted to diverse needs and includes diversion away from unnecessary police or medical emergency response.

Gerstein Crisis Centre (GCC) believes strongly that a model in which the earliest intervention for mental health needs 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 support in place and often avoid unnecessary interactions with emergency services such as hospitals and police.

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 support 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

Please Note:

- These positions can involve working a rotating shift schedule that will include days, evenings, overnights, and weekend shifts.
- 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 a letter of interest to jobs@gersteincentre.org by Friday June 19, 2026, at 5pm.

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.