



Position Title: Access Facilitator, TCCS, Full Time, 12-month Contract

Reports To: Manager, TCCS

Salary: \$71,624 per annum with comprehensive benefits package

Closing Date: Sunday October 18, 2026, 5:00 PM

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.

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 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 demonstrated commitment to working through an Anti-Racist, Anti-Oppression and Trauma informed lens
- The skills to provide leadership and promote a respectful and supportive team environment
- 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 to address 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 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 work collaboratively with clients, community partners, service providers and make appropriate use of resources
- Strong organizational, time-management, oral and written communication skills in English
- A demonstrated ability to navigate multiple computer and communication systems
- A valid Ontario 'G' Driver's License

Required Certifications:

- Standard First Aid/CPR 'C' with Naloxone
- ASIST
- CTI (3-day: Crisis Intervention; Staff Safety Strategies; Physical Self-Protection)

Primary duties and responsibilities:

- Receive requests for TCCS mobile team from multiple access points including 211, 911 and other dedicated referral partners
- Provide timely assessment to determine appropriate course of action, including brief telephone crisis support when required
- Provide direct crisis response and intervention, support and follow-up to service users, as required
- Communicate relevant information to and arrange for mobile crisis team to respond
- Monitor and provide support for the coordination of follow up services within 48 hours post crisis call as well as subsequent follow-up
- Participate in collection of data regarding client demographics and referral pathways, as per GCC established policy and protocols
- Provide CCIW staff with on-shift supervision, guidance and support, including feedback when needed
- Problem-solve emergent issues regarding clients, personnel, community access or referral

- Participate in team meetings, reflective practice sessions, internal and external training as required

Hours and Location:

- 24/7 Shifts include week/weekend days, evenings and overnight shifts
- Work at a designated office location within the TTC

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.

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