Position Title: Manager Crisis Services, Toronto Community Crisis Service (TCCS), Full-time
Reports to: Director of Municipal and Community Partnerships
Salary: $80,516.16per annum, with comprehensive benefits package
Closing Date: Tuesday November 3, 2026

Background: For years, Torontonians and in particular the mental health community have called on governments to reimagine and strengthen existing infrastructure to provide non-coercive models of response for individuals in crisis that do not begin with a police response but rather, leverage existing community capacity and experience to deliver strengths based, non-coercive, equitable, trauma informed, harm reduction focused crisis intervention.

Service Description: TCCS is a mobile crisis service connected to multiple access points including 211, 911, local crisis lines and community referral sources. The team provides timely intervention, crisis de-escalation, crisis counselling, wellness checks and offers up to 90 days of follow-up with connections to needed health and social services.

Job Summary: The Manager will work collaboratively with GCC/TCCS leadership, partners, and liaise with community stakeholders. They will share responsibility for general oversight of TCCS including programming, staffing, scheduling, and clinical supervision of direct service team(s). The Manager will work within the budget and assist in data collection, research, and evaluation.

Successful applicants will have:

- Post-secondary degree in related field and/or equivalent combination of education and experience
- 5+ years of experience working in community mental health, crisis intervention, substance use specific services or experience in a related field
- 3+ years of progressive leadership within a mental health, substance use or multiservice community organization, including providing clinical supervision
- Experience managing projects of similar scale and budget
- Strong organizational, verbal and written communication skills
- A broad understanding of all the factors that impact an individual's mental health and well-being including the social determinants of health, trauma, poverty and homelessness, racism, the effects of Colonialism and discrimination
- Current understanding of best practices for crisis intervention and de-escalation strategies
- Demonstrated understanding of best practices for suicide risk assessment and interventions
- Ongoing commitment to a harm reduction approach to substance use and recovery
- Working knowledge of issues related to involvement in the Mental Health and Justice System
- Strong commitment to working through an Anti-Racist, Anti-Oppression, Trauma informed lens

- Work collaboratively with colleagues and community partners
- Ability to be flexible, adaptable and to work under pressure
- Facilitate a supportive environment that promotes staff growth and professional development
- Current working knowledge of relevant legislation, including the Mental Health Act and P.H.I.P.A.

Primary duties and responsibilities:

- Provide operational leadership and oversight of crisis team and service provision
- Works collaboratively with Executive Director, Director of Municipal and Community Partnerships, Access Facilitator and CCIW staff to deliver high -quality services according to project goals and intended outcomes.
- Clinical supervision and management of direct service staff
- Schedule project staff, receive, review, and manage staff vacation and leave requests
- Monitor and report staff absences, in accordance with established GCC policies
- Facilitate staff reflective practice sessions and evaluations
- Lead TCCS staff recruitment and selection process including candidate screening, interviews, selection, reference checks and onboarding
- Participate in team, staff and Board of Directors' meetings as required
- Responsible for project evaluation, supported by Project Advisory Committee, Director of Municipal and Community Partnerships and project staff
- Oversee collection of data as per GCC established policy and protocols and project's data objectives
- Collaborate with community partners to support organizational priorities
- Work with the Director of Finance, Administration and Facilities to monitor project expenses and maintain a balanced budget
- Collaborate with Executive Director, Project Advisory Committee and Director of Municipal Partnerships in media communication

Please Note:

- Scheduled shifts are Monday to Friday with some after hours, weekend and on-call work as required
- Shifts will take place primarily on-site at a designated office location that may be within a short-term residential setting
- Some remote work may be required
- 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 a cover letter and resume to jobs@gersteincentre.org by Tuesday November 3, 2026.

***Gerstein Crisis Centre** is committed to equitable hiring and compliance with the **Ontario Human Rights Code (OHRC)** and **AODA**. Accommodation is available throughout the hiring process upon written request to **admin@gersteincentre.org**.*