THE FUTURE OF MENTAL HEALTH

STELLA'S PLACE

Young Adult
Mental Health
stellasplace.ca

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Access Team Manager
Full Time Position
Job Posting

Posting Date:	Sept 3, 2020
Application Close Date:	Sept 11, 2020 (Noon)
Location:	Toronto, Ontario with in office requirements

ORGANIZATIONAL DESCRIPTION:

Stella's Place focuses on integrating peer support with evidence-based treatment (using modalities such as DBT, mindfulness-based stress reduction, counselling, whole health, and recovery supports). Every program has been co-designed by young adults and content experts at Stella's Place, in order to support young adults who are struggling with their mental health. Stella's Place is committed to equity and diversity and encourages applications from diverse racial and cultural communities, and individuals who identify as LGBTQ+.

POSITION DESCRIPTION:

This position is an exciting opportunity to support Young Adults to engage with Stella's Place programming. You will manage the staff at the front desk who are responsible for coordinating the engagement and information related to young adults, service providers, families, and stakeholders who contact Stella's Place through email, phone, or in-person. The purpose of this position is to support front line staff in managing the flow of people who engage with Stella's Place seeking wellness and recovery-focused activities, as well as the information related to them. Skilled at assessing needs, assessing systems, and addressing gaps, you are comfortable implementing systems and fostering changes of our practices. There is also a significant administrative component to this role, ensuring appropriate documentation and maintenance of information, establishing and clarifying work flows and facilitating and record-keeping systems and the flow of that information to other departments within the organization.

RESPONSIBILITIES:

Access Team Manager's responsibilities include but are not limited to:

- Hiring, management, coaching and quality control of the Access Team staff members.
- Develop systems and effective monitoring to ensure that the volume of inquiries and access points to Stella's Place are being managed efficiently and effectively. This includes tracking systems for phone calls, emails, and in-person inquiries.
- Ensure that information about Stella's Place is shared accurately by Access Team members with young adults, service providers, stakeholders or family members who inquire about our services, all according to Privacy legislation and practices (PHIPA)
- Assess the needs of young adults and families who are contacting Stella's Place, or who access the Cafe in order to triage them effectively, using sound judgement and assessment skills.
- Respond effectively and/or support Access Team in responding effectively to young adults and/or families who are in distress or experiencing crisis.
- Cultivate resources, databases, and create systems to support Access Team staff in providing internal and external resources.
- Manage the systems related to bookings for psychiatrist, general practitioner, and walk-in sessions.
- Ensure coverage and monitoring of the young adults accessing our drop-in Café program and low barrier programs.
- Manage volunteers, students, and/or other personnel who are providing support in our drop-in Cafe program and low barrier programs and create a supportive, safe learning environment.
- Utilize a young adult-directed recovery approach along with culturally-responsive, trauma-informed and anti-oppressive approaches to ensure successful engagement of diverse populations.
- Collaborate with other Stella's Place departments to meet the needs of participants and the organization, including our Program team, Evaluation Team, our Fundraising Team, and our Operations Team.
- Develop systems for information sharing with other departments related to participant statistics and tracking methods.
- Respond to complaints and feedback in the Cafe, utilizing our Complaint Process & Policies.
- Maintain required documentation in a clear, professional, and timely manner,

including incident reports and internal communications, and support Access Team staff in their documentation responsibilities
- Contribute to the development and training of Access Team staff.
- Facilitate team meetings and staff meetings as required.
- Support on-call system
- Report to Director of Programming & Operations
- Other duties as required

QUALIFICATIONS REQUIRED:

- Master's or Bachelor's degree with a specialization in mental health-related discipline such as Social Work, Nursing, or Occupational Therapy
- Membership in a professional college (e.g., OCSWSSW, COTO, CNO)
- Experience supervising program delivery staff including peer supporters, students and volunteers in a mental health setting
- Experience running drop-in programming, and implementing systems to improve efficiency
- Experience supporting staff in using Client Management System technology, and assisting them with applying the technology into practice.
- Demonstrated experience working in a mental health, health, or community setting using a similar skill set or role (minimum 2 years experience)
- Demonstrated ability to respond effectively to distress while remaining self-regulated, and to provide suicide risk assessment, non-violent crisis intervention.
- Knowledge of youth and young adult mental health services and relevant resources.
- Demonstrated experience with multitasking, time management and working in a dynamic environment with ongoing interruptions.
- Demonstrated problem-solving ability, sound judgement, and assessment abilities.
- Demonstrated experience working with diverse populations, utilizing culturally-responsive, trauma-informed and AOP approach
- Demonstrated experience working collaboratively across teams and departments
- Ability to work independently with little supervision
- Demonstrated experience working with databases and healthcare web based software suites.
- Demonstrated knowledge of Privacy and Confidentiality legislation and

practices.

PREFERRED ASSETS:

Applicants who have lived experience with mental health challenges would be considered an asset to the team. We encourage applications from diverse racial and cultural communities and individuals who identify as LGBTQ.

HOURS AND REPORTING:

This is a full time position, at 40 hours/week. You will be required to work flexible hours, including some evenings and weekends. Supporting the on-call system will require availability until 9 pm during on-call weeks.

Communication, coaching, mentoring, personal and professional development, and evaluation will take place with the Director of Program Operations

DIVERSITY, EQUITY, AND ACCOMMODATION:

Stella's Place is committed to having a workforce that is reflective of the diversity of the City of Toronto in general and of our participants in particular. We strongly encourage applications from racialized persons, indigenous persons, persons with disabilities, persons of diverse sexual orientation, gender identity and gender expression and all those who can provide and contribute to diversification of perspective at Stella's Place.

Stella's Place is committed to hiring practices that are inclusive and barrier free. Stella's Place will provide reasonable and appropriate accommodation during all stages of the hiring process in accordance with the Ontario Human Rights Code in order to ensure the equal and fair assessment of all job applicants. Applicants are asked to make any accommodation request in advance.

YOUR APPLICATION:
Interested and qualified candidates are invited to submit their cover letter outlining your interest in working with Stella's Place (along with a detailed résumé) to careers@stellasplace.ca with subject: Access Team Manager.

We thank all candidates for their interest. We regret that only those selected for an interview will be contacted.