TAIBU Community Health Centre
Community Crisis Response Services Coordinator

Position: Full Time/3 years contract
No of Positions: One (1)
Application Deadline: January 14, 2022

TAIBU CHC, a Community Health Centre established in the Malvern Neighbourhood of Scarborough is offering an exciting employment opportunity to serve the community and make an impact to address the systemic barriers faced by the residents to access culturally appropriate programs and services.

TAIBU Community Health Centre is at the forefront of the delivery of community health and social services to Black communities across the Greater Toronto Area. Our work aims to improve, promote and protect the health and well-being for Black populations through quality and culturally designed primary health care services and strategies.

Community Crisis Response Services Coordinator coordinates the services of the Community Crisis Response pilot as funded by the City of Toronto. The Service provides 24/7 mobile crisis intervention, community outreach and post crisis case management and support.

Reporting to the Manager Mental Wellness and Crisis Response Services, the Community Crisis Response Services (CCRS) Coordinator will provide clinical support to the mobile crisis team to deliver enhanced service intensity and specialized supports to individuals who are experiencing non-emergency crisis in the community. The CCRS Coordinator will work closely with the collaborative partners and other stakeholders and facilitate the appropriate and timely referrals to different clinical and community services. The CCRS Coordinator will plan the scheduling of the mobile crisis team staff and offer supervision support.

SPECIFIC RESPONSIBILITIES

Coordination

- Provide management and clinical supervision for the Community Outreach Team, the 24-hour Mobile Crisis Intervention Team and the Post Crisis Case Management Team
- Schedule shifts for the 24/7 Mobile Crisis Intervention Team and the Post Crisis Case Management Team
- Provide management and clinical supervision for the Community Outreach Team, the 24/7 Mobile Crisis Intervention Team and the Post Crisis Case Management Team
- Report potential client and/or volunteer/staff problems immediately to the Manager or Executive Director as appropriate
- Review client contact records and compile into a variety of reports
- Ensure the information and referral system is updated
- Prepare monthly and quarterly program services reports
- Promote a holistic and client centered care and practice with a strong emphasis on Anti Black Racism and Afrocentric approach
- The CCRS Coordinator will provide support for the Crisis Response Pilot Collaborative Governance Table including representation of community members with lived experience
Service Delivery

- Ensure that the TAIBU’s service philosophy and mission statement of the centre are being met in the development and implementation of mental wellness and crisis response pilot programs and services.
- Provide specialized counseling services in emergency situations (i.e., suicide, homicide, natural disaster, etc)
- Oversee case management program for clients needing services on a regular long term basis
- Liaise with the Third-Party Evaluator and assist the development and implementation of the evaluation of the Crisis Response Pilot.
- Provide guidance and support to the CCRS team in the implementation of TAIBU’s policies and procedures

Team Development and Orientation

- Ensure the Community Crisis Response team is functioning effectively and efficiently
- Motivate staff to work together and deliver quality care to clients and design and implement initiatives and efforts to produce and maintain a positive workplace culture across the team

Other Responsibilities:

- Prepare monthly and quarterly program services reports
- Develop and maintain professional competence
- Make necessary adjustment and redesigning of workflow processes to ensure continuous quality improvement and efficiency including improved access for clients

Experience & Education

- Minimum degree in Counselling, Social Work or Psychology (Post Graduate preferred)
- A minimum of 3 years previous experience working in the mental health sector and preferably in a crisis intervention environment
- A minimum experience of 3 years or more in a supervisory role
- A strong understanding of trauma informed care
- Demonstrated commitment to and lived experience of Anti-Black Racism and Afrocentric values and principles
- Demonstrated knowledge of the impact of racism and social determinants of health on the health and wellbeing of communities
- Proven work experience in crisis support and ability to mediate conflict.
- Specialized knowledge of trauma, mental health and substance abuse issues.
- Highly motivated individual with the ability to work with minimal supervision.
- Ability to work flexible hours including evenings and weekends
- Excellent communication, interpersonal, decision-making, problem solving and conflict management skills;

TAIBU IS BUILDING ITS BILINGUAL (FRENCH/ENGLISH) CAPACITY AND EXCELLENT FRENCH LANGUAGE PROFICIENCY IS A SIGNIFICANT ASSET

Interested candidates should submit their resume with a covering letter to:
The Mental Wellness & Community Crisis Response Service Hiring Committee
TAIBU Community Health Centre
27 Tapscott Road, Unit 1
Scarborough, ON M1B 4Y7
Email: hrr@taibuchc.ca
No telephone enquiries. TAIBU CHC thanks all applicants for their interest. However, only those persons selected for an interview will be contacted.

TAIBU Community Health Centre is an equal opportunity employer and applicants from racialized and marginalized communities are strongly encouraged to apply.