



## **TAIBU Community Health Centre Mobile Crisis Intervention Specialists**

**Position:** Locum/Casual

**No of Positions:** One (1)

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.

The Mobile Crisis Intervention Specialist will be part of a multi-disciplinary Mobile Crisis Response Team and will provide crisis response operated on 24 hours / 7 days a week basis. This team is an interdisciplinary team of community crisis specialists that may include nurses, peer specialists, mental health clinicians, addictions or concurrent disorders specialists, etc. This team will incorporate experiences in crisis assessment and intervention, de-escalation, harm reduction, suicide prevention, anti-oppressive practice, client-centered and recovery-oriented care, trauma-informed care, and culturally competent care. Reporting to the Community Crisis Response Service Coordinator, the Mobile Crisis Intervention Specialists will within the context of the TAIBU's mission and strategic directions.

The locum/casual community crisis specialist will be available to be part of the response team as needed and upto 3 (three) 12 hours shift a week.

### **SPECIFIC RESPONSIBILITIES**

#### **Crisis Intervention**

- Able to work shift work that includes overnights, weekends, and holidays
- Screen and respond in a timely manner to crisis calls initiated by the City of Toronto, clients, family members, friends, health care providers, and community agencies
- Complete the intake process including detailing Centre's protocols with client
- Conduct client needs and risk assessments to develop and implement a plan of care with short and long-term objectives
- Exercise sound judgement in crisis situations, use of de-escalating strategies and the provision of suicide and risk assessments and interventions by telephone, community visits and house stays
- Provide prompt community based mental health crisis assessment, intervention and referral to the most appropriate hospital or community services and supports.
- De-escalates crisis situations using best practice principles and guidelines
- Liaise with hospital, health service providing agencies and community resources as needed
- Assist in the creation of safety plans
- Facilitate a smooth transition to and from the community and the short term crisis services (e.g. crisis bed services)
- Will participate in outreach and liaison with community partners, key stakeholders and identified significant others.
- Ensure that TAIBU's mission, vision and values are incorporated within the development and implementation of culturally responsive crisis intervention program

- Promote a holistic and client centered care and practice with a strong emphasis on Anti-Racism approach
- Provide transportation assistance as required

## **Case Management**

- Provide community members with general information, contacts, referrals services and support as needed to facilitate access to various health, mental wellness and other social services opportunities that promote the social determinants of health including, but not limited to: housing, employment, education, health, including substance abuse, social abuse, social and emotional issues etc.
- Work collaboratively with clients to identify, develop and fulfil the goals they identify as meaningful and relevant
- Connect with / refer to appropriate health, social and community services
- Follow up with clients as well as service providers to ensure uptake of services and that relationship is working
- Assess clients' familial and social network and identify/offer additional support to carers and support network

## **Administrative**

- Participate in staff meetings and on interdisciplinary teams; participate in Centre as may be required
- Maintain an up-to-date knowledge of community response, internal policies and procedures, agency protocols and share relevant information with other staff
- Develop, implement and update on the mobile crisis intervention workplan in conjunction with supervisor as well as identify actions plans
- Actively participate in developing, implementing, and evaluating the Mobile Crisis Intervention Team through meetings, strategic planning and research initiatives
- Keep general program and participant information and records and maintain accurate engagement statistics, records and reports
- Develop and maintain a flexible work schedule that accommodates the needs of the community and the Community Crisis Response Service and as approved by your supervisor
- Carry out other duties as may be assigned from time to time

## **Experience & Education**

- Desirable educational qualification in Health Sciences, Social Work, Health Administration or other relevant discipline
- A minimum of 5 years' experience in community mental health, crisis intervention, case management or related field
- Demonstrated ability to provide crisis intervention and utilize de-escalation strategies and interventions
- Demonstrated ability to provide suicide risk assessment and intervention following the ASIST model
- Experience working with issues related to substance use and concurrent disorders within a harm reduction framework
- Understand the issues related to involvement in the Mental Health and Justice system
- Demonstrated commitment to and lived experience of anti-Black racism and Afrocentric values and principles;
- Skills to adapt interventions to a diverse client group and intersectionalities
- Knowledge of the Social Determinants of Health and experience of working in anti racist/ anti oppression context

- Ability to work effectively within a diverse and multi-disciplinary team;
- Ability to work 24/7 schedules
- 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 cover 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: [hr@taibuchc.ca](mailto:hr@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.