



Young Adult  
Mental Health

## ACCESS COORDINATOR/RECEPTION (2 part-time or 1 full-time)

Posting Date: Nov. 30, 2018

Application Close Date: Dec. 11, 2018

### POSITION DESCRIPTION:

This position is an exciting opportunity to support Young Adults engage with Stella's Place programming. You will be the front desk contact for 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 engage and support young adults who come to Stella's Place seeking wellness and recovery-focused activities. This position requires the ability to assess and support young adults accessing our open spaces. Skilled at assessing need, you are comfortable practicing self-regulation while working with individuals and families in distress. There is also a significant administrative component to this role, ensuring appropriate documentation and maintenance of information and record-keeping systems.

### 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+.

### RESPONSIBILITIES:

Access Coordinator responsibilities include but are not limited to:

- Answer phone, email, and in-person inquiries from young adults and stakeholders.
- Share information about Stella's Place with young adults, service providers, stakeholders or family members who inquire about our services.
- Assess the needs of young adults and families who are contacting Stella's Place in order to triage them effectively, using sound judgement and assessment skills.
- Respond effectively to young adults and/or families who are in distress or experiencing crisis, in a self-regulated manner.
- Provide, information and navigation (and where appropriate make referrals) to support young adult and families in accessing internal and external resources.
- Manage bookings for psychiatrist, general practitioner, and walk-in sessions.
- Ensure coverage and monitoring of the young adults accessing our drop-in Café program.
- Utilize a young adult-directed recovery approach along with culturally-responsive, trauma-informed and anti-oppressive approaches to ensure successful engagement for diverse populations.
- Collaborate with Stella's Place team to meet the needs of participants and to create a supportive, safe learning environment.
- Maintain required documentation in a clear, professional, and timely manner, including incident reports and internal communications

- Contribute to the development of programming with programming staff, young adults, and the Access Team.
- Attend Team Meetings and Staff Meetings as required.
- Report to Manager of Clinical and Recovery Services.
- Other duties as assigned

**QUALIFICATIONS:**

**REQUIRED:**

- Demonstrated experience working in a mental health, health, or community setting in a administrative 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 ability to connect young adults to community 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 ARAO (anti-racist, anti-oppressive) approaches
- Demonstrated experience working collaboratively as a member of a multidisciplinary team
- Ability to work independently with little supervision
- Experience with using Client Information Management Systems, Personal Health Record management and Health Information Custodian requirements;
- 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.
- Degree or diploma in health-related discipline (such as Social Work, Nursing, Occupational Therapy, Social Service Work, Drug and Alcohol Counselling)
- First Aid, CPR and ASIST certification

**REPORTING:**

Communication, coaching, mentoring, personal and professional development, and evaluation will take place with the Clinical and Recovery Services Manager.

**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](mailto:careers@stellasplace.ca) with subject: Access Coordinator/Reception.

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



