



Young Adult  
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## Access Team Manager Full Time Position Job Posting

Posting Date: October 13, 2020  
Application Close Date: October 30, 2020  
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:

Reporting to the Director of Program & Operations, the Access Manager position is responsible for managing the day-to-day operations of the Access Team. The position will assist and support the seamless navigation pathway and program delivery operations at Stella's Place; specifically in relation to client flow process with the Access Coordinators team and program delivery with the Peer Support Team. The Access Manager works in collaboration with the Clinical Manager to ensure the successful delivery of the peers/clinicians led programs and with the Peer Initiative Manager to support ongoing coaching and training to the Peer Team.

This position is an exciting opportunity to support Young Adults to engage with Stella's Place programming. You will manage the Access Team composed of the Access Coordinators who are the first point of contact for the agency and the Peer Supporters who co-facilitate programs with our Clinical Team as well as provide individual support to participants. The staff

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Charitable Registration #: 817186935RR0001



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team are responsible for coordinating the engagement and information related to young adults, service providers, families, and stakeholders.

This position is an opportunity to collaboratively implement Stella's Place clinical and recovery programming using an integrated peer/clinical model while delivering evidence-based interventions. You will participate in the continued development, and oversight of integrated clinical and peer support programming, with an infrastructure that supports a peer recovery model.

## RESPONSIBILITIES:

- Hiring and onboarding of Access Team
- Provide clinical and administrative oversight and guidance to a team of peer supporters
- 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.
- Ensure that information about Stella's Place is shared accurately by Access Team members with young adults, service providers, stakeholders or family members
- Assess the needs of young adults and families who are contacting Stella's Place, or who access the Cafe and ensure they get triaged to the appropriate services
- Respond effectively and/or support Access Team in responding effectively to young adults and/or families who are in distress or experiencing crisis.
- Respond to the need of high risk participants utilizing the Cafe (New)
- Work alongside other Program Managers to promote team cohesion, share learnings, and a seamless model of care
- Work with the programs team to monitor, adapt, and grow our programs
- Collaborate with all other teams at Stella's Place to ensure alignment of organizational priorities
- Data-driven analytical skills. We are proud of our strong focus on research and evaluation, and we want someone who is eager to support our assessment and data-collection efforts while being excited to put them to good use.
- Support evaluation efforts, act on results, and develop resources and processes
- 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



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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 the Management Team on the translation of quality data and research into recommendations for program planning and management.
- Develop systems for information sharing with other departments related to participant statistics and tracking methods.
- Monitor and ensure required and timely professional development documentation for your teams
- Ensure onboarding of staff to TREAT system
- Contribute to the development and training of Access Team staff.
- Facilitate team meetings
- Support on-call system
- Other duties as required

## QUALIFICATIONS REQUIRED:

- Master's 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
- You will have a strong clinical foundation, including skills / knowledge related to:
  - Unique developmental issues of transition-aged young adults
  - Evidence-based clinical program treatment modalities
  - Online counselling
  - Clinical consultation, including assessment, goal setting, and recovery planning
  - Thoughtful and varied approaches and techniques in communicating information
  - Evaluation research and outcome measures
- A commitment and demonstrated skills in recovery-focused practice
- 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.



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- 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.
- Experience working with peer supporters is an asset.
- 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
- Demonstrated experience working with databases
- 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.

## 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



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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](mailto: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.