



Young Adult
Mental Health
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Access Team Manager
Full Time Position
Toronto, Ontario

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 LGBTQIP2SAA.

POSITION DESCRIPTION:

Reporting to the Director of Program Operations, the Access Team Manager is responsible for managing the day-to-day operations of the Access Team members (8 staff) and program delivery. The position will assist and support the seamless navigation pathway and program delivery operations at Stella's Place; specifically in relation to client intake, needs and risk assessment, registration and flow process with the Access Coordinators 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 peer-clinician-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 facilitate a range of individual and group programs and co-facilitate programs with our Clinical Team as well as provide individual support to participants. The staff team are responsible for coordinating the engagement and information related to young adults, service providers, families, and stakeholders, acting as navigators to internal and external services.

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

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Charitable Registration #: 817186935RR0001



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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. Your clinical skills will also contribute to developing and delivering strength-based services as required, in particular in response to young adults with more urgent and complex needs.

RESPONSIBILITIES:

- Hiring, onboarding, training and supervision of Access Team members (up to 10 members).
- Provide clinical and administrative oversight and guidance to a team of peer supporters and intake coordinators.
- Develop systems and effective monitoring to ensure that the volume of inquiries and access points to Stella's Place are being managed and supported 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 are triaged to the appropriate services.
- Develop and sustain effective working relationships with community and hospital partners.
- Respond effectively and/or support Access Team in timely response to young adults and/or families who are in distress or experiencing crisis.
- Respond to the need of high risk participants connecting for services, ensuring effective safety assessment and planning is in place, and developing an approach to offer priority service as appropriate
- Develop and deliver responsive clinical programming to address the needs of participants with more complex needs and higher levels of distress and dysregulation
- Oversee co-delivery arrangements with other community providers (e.g wellness programs, low barrier, peer- and clinician-led drop in programs, food security program).
- Work alongside other Program Managers to promote team cohesion, share learnings, and a seamless model of stepped care.
- Build and support an effective pathway for young adults referred through partnership with Mount Sinai Health and other hospitals.
- 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 within our integrated hub delivery model.



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- Support evaluation and data collection efforts, act on results, and develop resources and processes to sharpen our strong focus on research and evaluation.
- Develop, support and enhance program services delivered by psychiatrist, general practitioner, employment counsellor and walk-in counselling sessions.
- Ensure effective supports are available for all young adults accessing our drop-in Café program, low barrier and partner-based 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 strength-based, young adult-directed recovery approach along with culturally-responsive, trauma-informed and anti-oppressive approaches to ensure successful engagement of diverse, and especially racialized populations.
- Collaborate with the Management Team on the translation of quality data and research into recommendations for program planning and continuous quality improvement.
- Develop systems for information sharing with other departments related to participant statistics and tracking methods.
- Identify data collection needs and ensure requirements are met through client information management system.
- Monitor and ensure required and timely professional development documentation for your teams.
- Ensure onboarding and effective use of TREAT client information management system.
- Support rotation on-call system
- Other duties as required

QUALIFICATIONS REQUIRED:

- Master's with a specialization in mental health-related discipline such as Social Work, Nursing, CYW or Occupational Therapy
- Registration in a professional college (e.g., OCSWSSW, COTO, CNO, OPA)
- 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



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- 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
 - Non-violent communication and conflict resolution
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- A commitment and demonstrated skills in recovery-focused, strength-based 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 to support 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
 - 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 LGBTQQIP2SAA.

HOURS AND REPORTING:



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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 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.