



Young Adult  
Mental Health

## JOB DESCRIPTION

POSITION TITLE: Intake Worker

LOCATION: 54 Wolesley Street, Toronto, ON - Hybrid Position

APPLICATION CLOSING DATE: September 22nd, 2023

### ORGANIZATION:

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.

### POSITION:

This position is an exciting opportunity to support Young Adults accessing Stella's Place. You will be the key pillar in connecting young adults to registered clinical programs. You will work independently as well as with a multi-disciplinary team including Access Coordinator, Access Counsellor Navigators, Peer Ambassadors, and Clinicians. In your role, you will report to both the Clinical and Recovery Service Manager and the Access Manager.

Skilled at assessing needs, your work will include a significant administrative component, ensuring appropriate documentation and maintenance of information and record-keeping systems.

You are comfortable with new technologies, have the capacity to engage with participants through virtual engagements with your camera on, have experience working with an interdisciplinary approach, and welcome an opportunity to collaborate with young adults who have lived experience, who have rich experiences and knowledge to offer. You are comfortable practicing self-regulation while working with individuals and families in distress.

### PURPOSE:

The purpose of this position is to complete intake services with young adults and their supporters. You will work with young adults to identify and assess their needs, ensure that they are connected with internal and external resources and support young adults accessing our registered programs.

### RESPONSIBILITIES:

Intake Worker responsibilities include but are not limited to:

- 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.
- Provide information and where appropriate make referrals to support young adults and families in accessing internal and external resources.
- Conduct individual intake appointments to assist young adults in determining their needs and effectively accessing programs and services



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- Accept and record new participant information, verify the information and communicate with young adults about their programs of interest
- 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
- Occasionally provide support to drop-in counselling and other clinical counselling programs as needed
- Maintain required documentation in a clear, professional, and timely manner, including incident reports and internal communications, detailed documentation of intake appointments and any clinically significant interactions with young adults on TREAT (Client Database System)
- Contribute to the development of programming with staff, young adults, and engage in the practice of continuous quality improvement
- Participate in programming that balances both traditional, evidence-based clinical practice with young adult-driven initiatives
- Complete needs assessments, risk assessments, and contracting for safety as needed
- Attend team meetings as required and actively engage in discussion
- Participate in organizational committees (e.g. quality improvement, anti-racism)
- Participate in educational activities and initiatives to enhance the skills, experience, and knowledge
- Waitlist management
- Assisting in the coaching of placement students
- Other duties as assigned

#### QUALIFICATIONS REQUIRED:

- Degree or certificate in human services (social work, psychology, occupational health, etc.)
- Demonstrated experience working in a mental health, health, or community setting (minimum 2 years experience)
- Demonstrated ability to respond effectively to distress and to provide suicide risk assessment, and non-violent crisis intervention.
- Demonstrated creative thinking in addressing service delivery issues
- Knowledge of youth and young adult mental health services and relevant resources.
- Demonstrated ability to connect young adults to community resources
- Demonstrated problem-solving ability, sound judgement, and assessment abilities.
- Demonstrated experience working with diverse populations, trauma-informed and ARAO (anti-racist, anti-oppressive) approaches
- Demonstrated experience working collaboratively as a member of a multidisciplinary team
- Ability to work independently and take initiative with little supervision



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- Familiarity with clinical treatment approaches such as DBT, CBT, ACT, Brief Solution Focused Therapy is an asset
- Experience with using Client Information Management Systems, Personal Health Record management and Health Information Custodian requirements; demonstrated ability to learn and use new software systems and online chat platforms
- Demonstrated Knowledge of Privacy and Confidentiality practices

We will be looking for applicants that have a strong clinical foundation, including skills/knowledge related to:

- Crisis intervention
- Unique developmental issues of transition-aged young adults
- Evidence-based clinical program treatment modalities
- Clinical consultation, assessment, goal setting
- Evaluation research and outcome measures

#### PREFERRED ASSETS:

- We encourage applications from diverse racial and cultural communities and individuals who identify as 2SLGBTQ
- First Aid, CPR and ASIST certification
- Applicants who are part of a registered college would also be considered an asset

#### REPORTING:

Communication, coaching, mentoring, personal and professional development, and evaluation will take place with the Clinical and Access Managers on a regular basis.

The occasional weekend may be required.

Shifts are 10:00 am - 6:00 pm with some flexibility required

#### SALARY & BENEFITS:

Annual salary - \$62,000

Stella's Place offers a generous health and vacation package; including comprehensive medical, dental and vision health benefits, 3 weeks vacation and 15 health days annually. Vacation increases after one year of service.

#### 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 the diversification of perspective at Stella's Place.



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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 [this position](#) along with a detailed CV to [hr@stellasplace.ca](mailto:hr@stellasplace.ca) with the subject: Intake Worker by September 22nd, 2023.

We thank all candidates for their interest.