



Young Adult  
Mental Health

## JOB DESCRIPTION

POSITION TITLE: ACCESS COORDINATOR

LOCATION: Toronto - in office and temporarily home based due to COVID-19

APPLICATION CLOSING DATE: July 25, 2021

### 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.

**Mission:** Partnering young adults and professionals to provide a collaborative, innovative model of mental health services.

**Vision:** Healthy, resilient young adults living the lives they choose.

**Values:** At Stella's Place, we fundamentally value the capabilities and contributions of young adults, as we seek breakthrough innovations that benefit our community and society as a whole. We also value:

- Inclusiveness, diversity and equity
- Accessibility and a sharing of knowledge
- Creativity along with a strengths-based approach

### POSITION:

This position is an exciting opportunity to support Young Adults engaged with Stella's Place programming and is central to the success of Stella's Place. 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. You will work independently as well as with a multi-disciplinary team including Psychiatrists, Peer Supporters, and Clinicians.

Skilled at assessing need, 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 experience with an interdisciplinary approach, and welcome an opportunity to collaborate and harness the knowledge of young

adults with lived experience, as well as others (family members, other providers, educators, etc.) 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 provide information, access, and intake services to young adults. 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 open spaces.

#### RESPONSIBILITIES:

Access Coordinator responsibilities include but are not limited to:

- Act as the initial point of contact for young adults, other mental health professionals helping young adults to access care, and family members.
- 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 adults and families in accessing internal and external resources.
- Conduct individual intake appointments and some group intake follow up appointments, including screenings to assist young adults in determining their needs and effectively accessing programs and services
- Accept and record new participant information, verify information and communicate with young adults about their programs of interest
- Manage bookings for psychiatrist, general practitioner, and walk-in sessions.
- Ensure coverage and monitoring of the young adults accessing our drop-in Café program. In person, this may include ensuring the space is tidy and set up for the comfort of our service users, checking in with participants who walk-in hoping to learn more about Stella's, assessing and supporting young adults who appear in distress, and ensuring the community rights and responsibilities of all participants are being upheld to create a safer space
- 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.
- Support the weekly group drop-in Intake Session as needed. This may include administrative support or helping to facilitate the Intake Session as needed.



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- 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 Management System)
- Contribute to the development of programming with programming staff, young adults, and support the endeavors of the Access Team to 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, safety assessments, safety planning, and contracting for safety as needed
- Attend Team Meetings and Staff Meetings as required.
- Participate in educational activities and initiatives to enhance the skill, experience, and knowledge of Stella's Place staff
- Refer to external resources as required
- Report to Access Team Manager
- Other duties as assigned

#### QUALIFICATIONS REQUIRED:

- Completion of a degree/diploma in Social Work/Human Services or equivalent
- Demonstrated experience working in a mental health, health, or community setting in an administrative role (minimum 2 years experience)
- Experience providing services to young adults 16 – 29 years of age (minimum 1 year experience)
- Demonstrated ability to respond effectively to distress while remaining self-regulated, and to provide suicide risk assessment, 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 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
- Familiarity with clinical treatment approaches such as, MBCT, DBT, CBT, ACT, MSRB, Brief Solution Focused Therapy.
- 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 legislation and 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, including assessment, goal setting, and recovery planning
- Whole health – fitness, nutrition, primary health, and mindfulness-based stress reduction
- Family education and support
- Recovery supports (peer led, education, employment, transition coaching)
- Evaluation research and outcome measures

#### PREFERRED ASSETS:

- Bachelor's degree
- 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
- 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 Access Team Manager on a regular basis

The occasional weekend may be required.

Shifts are 10am-6pm and 12-8pm with some flexibility required

#### SALARY & BENEFITS:

Annual salary - \$52,000

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



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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 and how you heard about the position (include specific website or network) along with a detailed CV to [careers@stellasplace.ca](mailto:careers@stellasplace.ca) with subject: Access Coordinator by July 25, 2021.

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