

INTERNAL/EXTERNAL

Job Title:	Senior Manager, Mental Health Crisis Support for African, Black and Caribbean Communities
Position Type:	Non-Bargaining Unit, Permanent, Full-Time
Number of Positions:	1
Rate:	\$69,576 to \$79,930.50
Vacation:	4 weeks to start
Benefits:	Group benefits with Life Insurance, AD&D, Extended Health and Dental Care with premiums 100% paid by the employer, LTD with premiums 100% paid by employees; paid sick leave and float day
RRSP:	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
Hours:	37.5 hours per week
Supervisor:	Director, Housing Access & Support Services (HASS)
Posting Date:	November 16, 2023
Application Deadline:	November 28, 2023
Location:	800 Bay Street, Toronto, ON

Why Fred Victor?

For over 125 years, Fred Victor has been a leader in providing place and purpose to people in need in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending chronic homelessness. This is an ambitious and bold goal but we believe, achievable.

Mental Health Crisis Support for African, Black and Caribbean Communities provides crisis intervention, assessment, crisis management and follow-up services to African, Black and Caribbean individuals in the community who are experiencing mental health and/or substance use crisis and who have negative interaction with the police as a result of mental health crisis. The Mental Health Crisis Case Manager will work collaboratively with community members to provide help and assistance that is adapted to diverse needs and includes diversion away from unnecessary police or medical emergency response and supporting recovery-oriented and trauma-informed culturally and linguistically focused mental health & addiction intensive case management support.

The purpose of the position is to provide culturally responsive community support and services to African, Black and Caribbean individuals (16 and over) who are dealing with mental health crisis. Services are provided in Toronto downtown, North York (up to Victoria Park) and Etobicoke.

Does this sound like work you want to be a part of?

We offer a supportive and collaborative environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 60 programs and services and more than 21 sites, there are lots of opportunities to grow your career with us. Many members of the management team started in relief and front-line roles.

What You Will Do:

- The Senior Manager of Mental Health Crisis Support for African, Black and Caribbean Communities is responsible for meeting funder and FV program quality and output expectations; and day-to-day operations, including risk management, staff support, supervision, performance improvement planning, and coaching.
- Provide weekly and strong clinical supervision and presence to teams including support, feedback, and leadership with clinical assessment, crisis management, care coordination, and client transitions/discharge.
- Ensures implementation of the FV Community Model of Care.

- Supports staff with their wellness plan and Safe and Effective Use of Self.
- Assist staff with care planning for clients and engage in regular joint visits to clients to ensure sound assessments and provide support.
- Working in partnership with the Toronto Community Crisis Service (TCCS), other community-based agencies, settlement and Black, African, Caribbean serving agencies, hospitals, community agencies support staff to support clients to find appropriate crisis and after care support.
- Develop a crisis management and family support model for Black, African and Caribbean communities.
- Increases the accessibility, relevance, and responsiveness of other services, supports, and resources to Fred Victor's client group through community involvement activities.
- Attend and participate in sector meetings with City of Toronto, partners, community agencies and funder agencies/bodies. In addition, network and/or outreach to the sector for the further development of the program.
- Attend and provide leadership in various forums such as leadership meetings, team meetings, case conferences, plan of care, client progress meetings, and quality improvement meetings.
- Foster positive interpersonal relationships with staff, clients, visitors, external agencies, government officials, and related professional associations.
- Participate in budget planning and provide oversight of operational budget & accomplish financial goals and report periodically to the Director on financial performance.
- Ensure compliance to policies and standards of professional practice with respective regulatory bodies (e.g., Ontario College of Social Workers and Social Service Workers, College of Registered Psychotherapists, MCCSS.MOH, Auditor, Accreditation, etc.).
- Maintain and adhere to all relevant legislation, organizational and occupational health and safety policies and procedures, and the mission, vision, and philosophy of the agency.
- Supports Director in operationalization of FV strategic plan.
- Engage in effective change management to ensure negative impacts on operations are minimized.
- Other duties as assigned.

What You Bring to the Team:

- Current membership in good standing with a Regulated Health Discipline Professional College in Ontario, a Master of Social Work Degree achieved or in progress. Knowledge and expertise accrued through experience, if demonstrated, would be considered.
- Experience managing and/or delivering mental health case management services, preferably to African, Black and Caribbean Communities.
- Knowledge of Anti-Black Racism and its impact on health outcomes
- Familiarity with peer-based programming and case management approaches
- Knowledge and familiarity with cultures and service needs of Black, African and Caribbean Communities.
- 3 years of leadership and management experience, managing outreach-based services preferred.
- 5+ years of experience in service provision experience in the community mental health, addiction in an outreach capacity.
- Demonstrated Strong background in community mental health.
- Demonstrated effective and innovative leadership, critical thinking, problem-solving, and judgment skills Knowledge and skill in program development.

What Sets You Apart:

- Strong command of clinical practices and care models.
- Embracing a philosophy of trauma-informed care and applying diversity, equity, and social determinants of health and inclusion principles to all areas of your work.
- Work collaboratively with partners and are a leader in the provision of mental health support to a variety of populations.
- Well-developed interpersonal skills that will facilitate effective, productive, and appropriate relationships with the client group, partner agencies, and staff of FVC.

- Proven ability to stay informed of evidence-based and emerging practices and the changing needs of sectors being served and ability to foster an environment of service excellence and clinical competence.
- Experience managing programs, preparing, and monitoring budgets, and reporting.
- Applied computer skills (Microsoft Word, Excel, and Internet).
- Ability to communicate in another language.
- Demonstrated ongoing professional development and continuing education.
- Previous management experience in a unionized environment and knowledge of collective agreements preferred.
- Well-developed ability to prioritize work through short- and long-term goals and remain flexible in reaching those goals.

Compensation and Benefits:

- For the Senior Manager, Mental Health Crisis Support for African, Black and Caribbean Communities, Fred Victor offers a salary range of \$69,576 to \$79,930.50.
- 4 weeks of vacation to start + 1 float day.
- Generous paid sick leave allowance
- A comprehensive Dental, Extended Health and LTD group benefits package includes individual and family coverage, including prescriptions, hospital accommodation, hearing care, paramedical practitioners and a wide variety of dental care. Additional insurance includes vision care and travel for emergency medical services.
- 6.5 % of your gross salary will be contributed to a group RRSP on your behalf after successful completion of probation; you will contribute 4% of your gross salary to the same RRSP.
- Access to employee and family assistance plan

How You Can Apply

Send your resume and an email describing why you want to be part of the Fred Victor Team by November 28, 2023, to dfarah@fredvictor.org with (Senior Manager, MH Crisis Support for African, Black and Caribbean) in the subject line.

Interviews will be scheduled on November 29, 30 and 31 and the week of December 4th.

All candidates offered a position with Fred Victor from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

Accessibility & Accommodation

Fred Victor is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrum of sexual orientation and gender identities and have lived experience.

If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance. We strive to provide reasonable accommodations whenever requested. Information received relating to accommodation requests will be treated with confidentiality.