



## Manager, Mental Health Integrated Support Services

**TNO -The Neighbourhood Organization** is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals.

### **Program Summary**

The Integrated Mental Health Support Services program aims to provide community mental health support services that will assist clients in their wellness journey. Operating from a harm reduction and anti-oppressive frameworks, program staff will engage clients in safe, caring environments throughout the neighborhood, with a focus on racialized community members including seniors and newcomers. The program incorporates a harm reduction approach and promotes engagement with mental health and addiction resources in culturally sensitive ways. Staff bring mental health support to the client, and leveraging trusting relationships, journey with clients to find a safe and meaningful pathway to harm reduction, healing and recovery, thereby reducing barriers to access needed mental health and addiction resources. Funded by the Toronto Central Local Health Integration Network, this program will work closely with Health Access Thorncliffe Park (HATP), an innovative partnership between Flemingdon Health Centre and TNO.

### **Position Summary**

The Manager, Mental Health Integrated Support Services, as a member of the management team and reporting to the Director, provides overall project support and management, and operational leadership in integrating mental health care experiences and community engagement.

The Manager is responsible for leading initiatives and programs, building capacity, achieving objectives, building organizational and community capacity by working with TNO and other programs. The Manager is responsible to ensure that programs, services and employees comply with relevant policies and supports the strategic priority of achieving quality together that support well-being and continuing down the road to recovery, encompass patient experience, client and family partnerships and community relations.

### **Tasks & Responsibilities**

- Assist in the establishment/implementation of goals, objectives, policies, procedures and systems for all operational areas of the program.
- Facilitate robust large scale project plan, deliverables, schedules / timelines to meet identified goals
- Assist in the development and implementation of long-term plans.
- Use best practice approach to co-design and implement client experience measurement tools.
- Ensure compliance and consistent approaches to develop and support quality assurance strategies.
- Plan and coordinate daily work assignments and operations
- Evaluate performance, including disciplinary action, and respond to first level grievances; resolve problems, both administrative and operational.
- Assist in the development/implementation of cost-effective policies and procedures for all operational areas of the program.
- Serve as liaison between the program and external agencies; as well as build strong partnerships and strategic alliances.

- Identify, plan and develop new programs and initiatives.
- Provide leadership to a multidisciplinary team (manage, support, coach and performance manage) in the delivery of program activities, and ensure delivery of efficient and quality health care services.
- Develop program work plan, program evaluation criteria and program impact in support of providing excellent services.
- Make decisions by following rules, policies, guidelines and procedures; by independent judgement; by analyzing multiple information and interpreting and applying policies.
- Prepare reports requested by funders and the agency, program related records/documentation and process financial documents.
- Identify, evaluate and control risks to the program, develop solutions as appropriate.
- Achieve deliverables and reach successful outcomes by acting with a sense of urgency to seize new challenges, opportunities and achieve enhanced accountabilities.
- Ensure client' safety; report and conduct investigations of unsafe practices or professional misconduct, and document incidents in accordance to ministry policies.
- Plan and manage program budget.
- Work in collaboration with other team members to develop and submit funding proposals.
- Coordinate links with other community organizations and explore joint initiatives.
- Support the development of an integrated model for service delivery.
- Support Accreditation processes.

### **Qualifications and Experience**

- Master's degree in Social Work (MSW) or Bachelor's degree in Social Work (BSW) with relevant supervisory experience in a related field.
- Current registration with a health professional regulatory body is an asset.
- 7+ years' experience leading and supporting mental health projects
- 5+ years' experience managing successful teams.
- Demonstrated excellence in mental health and/or addiction facility or setting including high-quality and safe patient care and exceptional patient/family experiences.
- Demonstrated skills in working with a broad range of client groups and their families.
- Strong assessment, analytical and decision making skills to identify and resolve problems, assess client needs, formulate recommendations, develop appropriate service contracts, and determine actions to address the needs of the client and community.
- Demonstrated experience supporting clients with mental health and substance use issues from a recovery and harm reduction approach.
- Excellent knowledge of community resources.
- Excellent interpersonal and communication skills and demonstrated ability to work autonomously as well as a part of the interdisciplinary team.
- Fluency in a second language is an asset.
- Comfort, with technology-assisted healthcare delivery, specifically video conferencing using various platforms and devices preferred. Familiarity with electronic medical records, such as PSS or Alayacare is an asset.
- Excellent organizational skills with demonstrated flexibility and adaptability to work in a fast paced/changing environment.
- Knowledge about PHIPPA and the current health system transformation is an asset.
- Social and multicultural sensitivity and/or experience working in diverse neighborhoods.
- Experience working with low-income, multi-racial, multi-lingual, newcomer communities. Experience working from an integrated Anti-Oppression, LGBTQ+ positive framework

**Job Type:** Full-time permanent position

**Schedule:** Monday to Friday, 9 a.m. to 5 p.m. – Some evenings and weekends may be required

**Vaccination Requirement** – You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

**Screening** – As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

**Benefits:**

- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance
- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization
- Public transportation nearby

**Application Process:** Please submit your resume to [recruitment@tno-toronto.org](mailto:recruitment@tno-toronto.org) with the subject line: **“Application for MHI Support Services Manager”** by **April 15, 2024**. We thank all applicants for their interest, but **only those selected for further consideration will be contacted. Internal candidates will be given priority.**

*TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities, and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please let us know.*

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