

Holistic Intake and System Navigation Counsellor

TNO - The Neighbourhood Organization (TNO) 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. We are seeking one **Holistic Intake and System Navigation Counsellor** for Health Access Taylor Massey to join our **HATM team** in a **full-time contract** role for **six months**. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate should have **post-secondary education in Social Services** or a related field with **1-3 years of experience** working with newcomers providing frontline services and outreach. Essential qualifications include strong analytical and decision-making skills, particularly in **crisis intervention**. Excellent communication skills in English are essential, and fluency in a relevant second language is advantageous. Candidates should have outstanding organizational, coordination, and interpersonal skills, with a keen sensitivity to social and multicultural dynamics. Proficiency in MS Office, Teams, Outlook for various tasks and a clear criminal record verification are essential.

DUTIES & RESPONSIBILITIES

- Provide intake assessment, understanding clients' healthcare needs and social determinants of health
- Work with individuals and their families to access the most appropriate services to suit their needs and circumstances
- Identify and address barriers to accessing healthcare services and community resources.
- Maintain accurate and detailed client records, progress notes, and documentation in compliance with privacy regulations.
- Prepare comprehensive reports on client demographics, service utilization, outcomes, and challenges encountered.
- Monitor and evaluate client progress, adjusting care plans as needed to achieve desired outcomes
- Provide information on HATM, review eligibility criteria and facilitate navigation for mental health services and community-based resources
- Maintain up to date information on community services and opportunities and liaise closely with service providers to ensure optimum delivery of services.
- Provide information and guidance on available healthcare services, programs, and wrap-around support services.

- Assist clients in navigating the healthcare system, social support system, newcomer support system and support in clients accessing appropriate resources and programs.
- Coordinate referrals to service providers, ensuring continuity of care.
- Collaborate with healthcare professionals, social workers, and community agencies to facilitate coordinated care.
- Participate in case conferences, multidisciplinary team meetings, and community outreach activities.
- Advocate for clients' rights and needs within the healthcare system and community services.
- Provide emotional support, education, and empowerment to clients
- Collaborate with community partners to address social determinants of health impacting clients.
- Develop customized outreach plans for designated, promote programs in community social landmarks with service partners.
- Participate in network of Neighbourhood-based services providers

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.

Job Type: A full-time contract position for 6 months.

Work Location(s): Health Access Taylor Massey (4 The Mkt Pl, East York, ON M4C 5M1)

Schedule: Monday to Friday, 35 hours/week – Some evenings and weekends may be required

Benefits:

- Employee Assistance Program (EAP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your to recruitment@tno-toronto.org with the subject line “Application for HSN Counsellor”. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

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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