

**INTERNAL/EXTERNAL
JOB POSTING**

Job Title: Bilingual Team Lead – Alternate Neighbourhood Crisis Response (ANCHOR)

Status: Term position working 35 Hours / week - Ending June 30, 2027

Pay Scale \$ 35.87 to \$ 43.22 hourly

Location and hours of work: In person at Centertown Community Health Centre / Somerset West CHC and surrounding catchment areas.
-Some positions will be employed to CCHC and some to SWCHC.
ANCHOR is a 24/7/365 program.
-Shifts will include evenings, weekends, overnights and holidays.

Start Date: As soon as possible

Summary

The Alternate Neighbourhood Crisis Response (ANCHOR) Program is an innovative pilot project that provides a community-based, non-police response and follow-up for individuals experiencing crises in the Centretown and Somerset West catchment areas. The project is a collaborative initiative. Partners include Centretown and Somerset West Community Health Centre, Community Navigation of Eastern Ontario (CNEO)/ 211, the City of Ottawa, the Ottawa Guiding Council on Mental Health and Addictions, and other community interest holders. The project began offering services in August 2024.

Reporting to the Manager, ANCHOR, and working as a team, the Program Team Leads are responsible for the on-the-ground, day-to-day operations of the ANCHOR program/teams

The ANCHOR pilot brings staff from two community health centres together as one team. The Team Leads work with leadership from both centres to ensure integration and provide coordinated, seamless service delivery. The incumbents will be responsible for supervising crisis response workers at CCHC and SWCHC’s main offices and at off-site locations, including staff working shifts across this 24-hours-a-day, 7-days-a-week operation.

The Program Team Leads are responsible for supporting the day-to-day functioning of CCHC and SWCHC’s mobile crisis response for ANCHOR using advanced expertise in harm reduction and trauma-informed care. The Program Team Leads provide hands-on support by coordinating and monitoring team activities, providing coaching and mentorship to team members, and leading best practices in client care planning, practice support and debriefing for complex cases. The Program Team Lead works in collaboration with staff from within CCHC, SWCHC and community partners to ensure a high standard of care for individuals accessing support through the ANCHOR program.

Here's what we are looking for in our ideal candidate:

- Post-secondary degree in social work, mental health and substance use or related field or equivalent combination of educational, professional, and lived experience.
- Minimum 3-5 years of experience in service delivery related to: harm reduction, trauma-informed care, mental health, and/or substance use health and addictions, culturally safe services
- Experience supporting or coordinating teams in a health and social service environment
- Experience with data collection and reporting
- Excellent verbal and written communication skills
- Advanced experience working with individuals with mental health, substance use health and/or
- Excellent verbal and written communication skills
- Advanced experience working with individuals with mental health, substance use health and/or addictions
- Advanced skills and knowledge in service delivery related to: harm reduction, trauma-informed care, mental health, and/or substance use health and addictions
- Understanding of best practices related to interdisciplinary team care coordination and case management
- Highly developed problem solving and crisis management skills
- Demonstrated understanding of the systemic barriers to care faced by individuals who are unhoused/living with mental illness and/or substance use; newcomers; Black, Indigenous, and racialized communities; trans and 2SLGBTQIA+ individuals
- Demonstrated skills in supporting teams, debriefing, dealing with pressures and problem-solving
- Ability to function as a member of a team, share roles and work cooperatively with other team members
- Strong interpersonal skills
- Demonstrated understanding of and ability to apply an anti-oppression lens
- Demonstrated understanding of and ability to apply harm reduction and trauma informed principles and strategies
- Knowledge of with data collection analysis and reporting
- Excellent organizational and administrative skills
- Proficient with Microsoft office suite
- Ability to flex schedule when needed to respond to needs of a 24/7 program
- Identifies as member of Indigenous, Black and/ or racialized communities (please clearly self-identify)
- Driver's License (G class) required to operate motor vehicle

Desirable

- Lived experience related to mental health, substance use and/ or homelessness (please clearly self-identify)

Language designation:

English, written and spoken.

French, spoken



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www.centretownchc.org

How to express interest in this opportunity:

Submit your letter of interest along with your resume on or before November 18, 2024 by 11:59pm to jobs@centretownchc.org.

Please note the following:

The subject line of your email should read “**Bilingual Team Lead – ANCHOR**”

The file name for your resume should read: “(last name) _ (first name) _ Resume

The file name for your cover letter should read: “(last name) _ (first name) _ Cover Letter

We thank all applicants for their interest. Only applicants invited to an interview will be contacted.

Candidates requiring accommodation during the application and/or the interview process should contact us at jobs@centretownchc.org so arrangements can be made. CCHC is an equal opportunity employer and values diversity in its workforce and as such we encourage applications from individuals who reflect the broad diversity of communities we work with.

Centretown CHC has a mandatory COVID-19 vaccination policy, as such applicants must be fully vaccinated against Covid-19 and provide proof of vaccinations to be considered for employment. Reasonable accommodation will be considered for persons with medical exemption or other exemptions under the Ontario Human Rights Code.