

JOB POSTING

# **Mental Health System Navigator**

**Full-time, Permanent Position (35 hours per week)**

**$60,667 to $71,867 per annum + benefits (commensurate on experience & education)**

**About Unison:**

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education™ and a Diabetes Education Program. Unison’s mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

**About the Position:**

The Mental Health System Navigator will work within a multidisciplinary team and is responsible for triaging and providing comprehensive pscyhosocial case management services that will co-ordinate a support network for indivudals living with mental health and concurrent disorders. The Mental Health System Navigator will collaborate with internal/external services and the community at large to overcome logistical barriers to increase quality of care, and care continuity for our clients. The Mental Health System Navigator will report to the Program Manager, Mental Health and Substance Use.

# **Job Specific Responsibilities:**

* Provide psychosocial assessment, counselling, advocacy and referral services to individuals of all ages, couples, groups and the community
* Triage and facilitate care for patients referred from Toronto Community Crisis Services, Unison, and from other agencies
* Develop and implement coordinated crisis response plans including case management and follow up phases
* Deliver patient/family focused care with an emphasis on assessment, education, prevention, maintenance, and restoration of health in a supportive and culturally sensitive manner
* Use crisis intervention skills for both telephone and in person situations
* Utilize knowledge of the network for inpatient services and community-based resources for children and adults with mental health needs
* Act as a client advocate on individual and systemic issues
* Work within the guidelines of the Ontario College of Social Workers and Social Service Workers
* Contribute to the on-going evaluation, development and implementation of the therapeutic programs that respond to the psycho social health needs of the target group
* Liaise with community agencies regarding issues relevant to client needs
* Identify and develop partnership/collaboration opportunities when applicable
* Participate in interdisciplinary case conferences as needed
* Provide support to Primary Care team in client crisis management
* Participate in Quality of Care chart audits with Social Workers across sites
* Participate in the review, development and updating of social work and clinic procedures; provide input to the development of applicable policies.

# **Job-Specific Qualifications:**

* Bachelor’s level in Social Work, Counseling, Psychotherapy, or related field
* Certification and membership in good standing with the Ontario College of Social Workers and Social Service Workers
* Bilingualism in English and another language is strongly preferred
* Demonstrated knowledge and experience in group work and community development
* Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities
* Knowledge and understanding of Brief Solution Focussed Practice work
* Knowledge of issues affecting communities facing barriers to access in an urban environment
* Familiarity with the social, economic and cultural conditions of the project’s geographic area
* Experience working with local service providers, community groups and networks, and an understanding of local issues and priorities are an asset
* Experience serving Unison’s priority populations (seniors with complex needs, people with mental health & addiction issues, LGBTQ2IA+, and youth facing barriers)
* Experience and understanding of cultural needs and working within the Farsi speaking / Persian communities
* Excellent interpersonal, communication and organizational skills, including computer literacy
* Excellent interpersonal skills with colleagues, students, community members, volunteers, etc.
* Excellent communication skills, both written and verbal in English with individuals and groups
* Thorough knowledge of and proficiency in current assessment, psychotherapy and psychosocial counseling techniques for working with individuals, couples, and communities
* Demonstrated ability to develop and facilitate psycho-educational support groups
* Two or more years experience working with youth, adults and children, preferably in a community-based setting
* Ability to work flexible hours.

# **Interested candidates are asked to submit a résumé with covering letter by 9:00 am on May 15, 2025, to:**

# Hiring Committee – Mental Health System Navigator

Unison Health and Community Services

Toronto, ON

[hirings@unisonhcs.org](mailto:hirings@unisonhcs.org)

**Please cite UN\_2025\_010 in the subject line of the email**

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

While we thank all applicants for their interest, only those selected for interview will be contacted.