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**Scarborough Centre for Healthy Communities (SCHC)** is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

**Strides Toronto** is a new multi-service agency providing services to young people from birth to age 29 and their families in East Toronto. Formed in January 2020 through the amalgamation of Aisling Discoveries and East Metro Youth Services, Strides Toronto provides a range of community, residential and treatment services to improve the mental, social, and physical health of infants, children, youth and their families. We provide individual, group and family interventions that include mental health counselling, autism services, education, outreach and referral, early intervention, day treatment and community support.

As Lead Agency for infant, child and youth mental health in Toronto, Strides Toronto works with 25 core service providers to design and implement system-level improvements that transform access to services, experience of services and the mental health outcomes for Toronto's diverse communities. Strides Toronto has a budget of \$30 million and more than 350 employees providing services out of 19 locations across East Toronto. The organization is accredited by the Centre for Accreditation and the predecessor organizations have a long history of providing high-quality services in East Toronto.

**Youth Wellness Hubs Ontario (YWHO)** aims to bring the right services to youth (12-25) and their families at the right time and in the right place. YWHO is improving Ontario's mental health and addiction services for youth and their families by providing rapid access to mental health and substance use services with walk in, low barrier services and clear pathways to service.

The Care Coordinator will help the Youth Wellness Hub in providing inclusive, position and welcoming space where participants can be social and have access to a broad range of service and supports delivering in an integrated fashion. Services include, but are not limited to primary care, sexual health, mental health, employment, tutoring and homework help, life skills, integration First nations, Metis and Inuit culture and traditional knowledge as well as peer support and support with addictions.

We are currently looking to hire a:

**Youth Wellness Hub Ontario  
Care Coordinator  
Full-Time 35 hours/ week**

**Position Summary:**

Under the direction of the YWHO Manager, working within the context of a multidisciplinary team, the Care Coordinator will, in collaboration with youth and their families, assess care needs, determine eligibility for services and develop individual care and service plans ensuring that all possible options have been explored.

**Responsibilities:**

- Link youth with Hub services and ensure a warm hand off and successful linkage
- Work with youth animator and peer support worker to provide service care plan delivery.
- Work within an integrated service model with multiple partners to support youth and their families.
- Balance youth needs and choices with available resources, ensuring clients; values and preferences are respected
- Participate in program planning, implementation and evaluations
- Ensure a safe and secure youth environment
- Provide support to youth and collaborate with community partners regarding client needs
- Provide referral/make linkages to culturally appropriate services/supports
- Participate as a team member in the day-to-day hub operations
- Support YWHO site team in program development and implementation that is aligned with objectives of YWHO and the organization.
- Document and maintain electronic youth client records (intake and assessment forms, progress notes, correspondences, client files, etc.)
- Support day-to-day data collection functions including fidelity measures, clinical measures, and other data relevant to the project and evaluation
- Complete administrative tasks including timesheets, expense reports, vacation requests
- Complete other required documents as per program and agency policies and procedures and standards
- Attend and participate in team/staff meetings
- Participate in agency quality improvement activities e.g.: special events, etc.
- Participate in external committee as required
- Advocate on behalf of the client to internal and external services (schools, OW, ODSP, medical and mental health services etc.).

## Skills

- Ability to use community development framework
- Strong communication skills
- Time management and organization skills
- Ability to work independently and as part of a team
- Background in anti-oppression and inclusion including knowledge of support LGBTQ+ youth and creating positive spaces
- Willingness and ability to work flexible hours, including some evenings and weekends
- Crisis intervention and de-escalation
- Ability to multi-task, triage and ensure youth are quickly and effectively linked to services they require and if those services are not available immediately to help create and deliver a bridging service
- Commitment and passion to ensure and champion timely, effective and youth centered coordination of services

## Assets

- Experience working with diverse client groups, e.g.: multicultural, homeless, acquired brain injury, (ABI), LGBTQ+ community
- Ability to speak French
- Have working knowledge and understanding of indigenous culture and healing practices as well as an understanding of First Nations, Metis, Inuit peoples in Canada and the history and legacy of Residential Schools and the 60's Scoop and its impact on service access
- **What are we looking for?**
- CYW diploma or related bachelor's degree in Child and Youth Work/Counselling, Social work, or a related field
- Demonstrated effectiveness in engaging youth and families around service integration and direct linkages.
- Demonstrated skills in decreasing service access barriers when working with marginalized youth.
- Comfortable communicating with partners and stakeholders including drop-in staff, financial literacy staff, peer workers, youth workers, social workers, and primary health care workers.
- At least 2 years' experience providing assessments, service brokerage and follow up services to children/youth and families.
- Demonstrated experience and skills working with individuals from racialized, LGBTQ2S+, newcomer, and different abilities communities

- Exceptional interpersonal skills, strong organizational skills, and excellent written and communication skills with demonstrated ability to handle confidential information.
- Can work in a fast-paced environment, prioritize demands, and remain calm, flexible, engaging and professional.
- Ability to work flexible hours, day, evenings and weekends is critical.
- Preferred candidates will be bilingual in both official languages
- Knowledge of the Child and Youth Family Service act is an asset.
- Technological aptitude is required

**Remuneration:** \$27.41 - \$32.00

Salary Band: F

**Please note:** All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

**Please reply in confidence to HR:**

By email: [hr@schcontario.ca](mailto:hr@schcontario.ca)

**Note: Please quote YWHOCareCoordinator in the subject line.**

**Deadline: Candidates are welcome to apply until filled**

*We would like to thank all applicants; only those invited to interviews will be contacted.*

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

In accordance with the Ministry of Health Directive #6, SCHC has implemented a COVID-19 Immunization Policy requiring all staff to either present proof of full vaccination against COVID-19, or undergo rapid antigen testing twice per week. To view our full COVID-19 Immunization Policy please visit [www.schcontario.ca](http://www.schcontario.ca) and reference the COVID-19 Update section.

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

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As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve. SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.

[www.schcontario.ca](http://www.schcontario.ca).

Find us on Social Media: [Facebook](#) – [Twitter](#) – [Linked In](#) – [You Tube](#)