



Position Summary

Position Title: Therapist (General Services & Urgent Service Access Team)

Reports to: Program Manager

Revision Date: October 2025

Summary:

The Therapist provides assessment, counselling/therapy, case management, crisis intervention and other therapeutic functions for individuals, families and groups. The position participates in the development, implementation, monitoring and evaluation of programs and services. The position has a strong emphasis on health promotion, disease prevention, and community capacity building and works within a harm reduction framework. These duties will be accomplished as part of an interdisciplinary team of professionals whose objectives are to provide primary health care and follow-up care for clients.

Key Objectives:

1. Assess client status and gain an understanding of socio-economic position, psychological outlook, housing, financial and legal needs, problems and levels of functioning through interviews and observation.
2. Plan, develop, and coordinate treatment plans with clients to include assessment, establishment of treatment goals, internal and external referrals and placement of required resources, and evaluate effectiveness of service plans.
3. Provide inclusive, trauma-informed individual, group, and family therapy that supports clients' mental health, resilience, and overall well-being. Utilize a short-term, solution-focused approach to empower clients in recognizing their resources, setting meaningful goals, and developing practical strategies for positive change.
4. Ensure appropriate comprehensive treatment is provided by maintaining complete and accurate charts and medical records in a timely manner and participating in chart reviews and case conferences.
5. Act as an advocate for clients by providing assistance in accessing health, social service and related agencies and groups. Encourage community development by assisting individuals, groups and communities to articulate and advocate for health and related services.
6. Act as part of an interdisciplinary team which assists with the development, analysis and implementation of policies and procedures to improve the delivery of primary health care services.

7. Supervise students by providing competent leadership, orientation, developing and scheduling of training and learning plans.
8. Ensure all available and required resources are in place and are used appropriately and evaluate the effectiveness of treatment/service plans.
9. Participate in chart reviews and case conferences.
10. Participating in the Integrated Community Lead (ICL) Model which includes participating in community meetings, organizing and hosting, and follow up for the ICL model for complex care needs clients.
11. Identify and manage program resources and assist with preparation of program reports.
12. Maintain contact with other social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress. Attend advisory committee meetings and other community events.
13. Provide input for development of strategic plans and attend and participate in staff meetings and special projects as assigned.
14. Conduct presentations, facilitate workshops and group meetings, and participate in program planning and community initiatives.
15. Participate in, and comply with, all health and safety processes and initiatives to ensure the organization remains a safe workplace.
16. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
17. Develop and maintain strong ties to other professionals and community members.
18. Work within the full scope of practice. Meet organizational quality and quantity of work standards. Comply with applicable medical directives, policies, regulations and legislation identifying any areas of non compliance.
19. Maintain and develop professional competence through training or appropriate continuing education.
20. Other duties as assigned.

Qualifications:

Education

- Membership in good standing with CRPO or OCSWSSW required.
- Master's degree or equivalent in Psychology, Social Work or other mental health discipline from a recognized university.

Experience

- 2 to 4 years' experience in a community setting, or combined community, hospital and or public health, and proficient in a range of treatment approaches.

- Experience/knowledge working within a trauma-informed framework.
- Experience working with interdisciplinary teams is an asset.
- Experience in program development, implementation, monitoring and evaluation.

Skills and Abilities

- Awareness of, and sensitivity to, the health issues of the community.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to priority populations.
- Knowledgeable with resources within the community and methods of access.
- Strong interview skills and ability to communicate effectively in English, both in writing and orally. Proficiency in other languages is an asset.
- Ability to function independently in potentially difficult situations and the ability to decide which presenting conditions are a priority.
- Ability to deal with disruptive behaviour and crisis management.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with a multi-disciplinary team, clients and service providers.
- Ability to problem-solve and apply sound judgment.
- Proficiency in the use of computer software such as Microsoft Office and electronic medical records such as PS Suites.

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle, and a Police Reference Check are required.
- Maintain and develop professional competency through training or appropriate continuing education.
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronics Document Act (PIPEDA).
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCi).

Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-25 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach patients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including satellite locations and points of service. Work settings include community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations to occur is higher than in an office setting.

The candidate must be able to work varying work schedules, including evenings, and in multiple work locations.

We are committed to workplace equity and diversity, and encourage submissions from equity-seeking groups who identify based on ability, cultural background, race, sexual orientation and/or gender.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Employee Initials