



HARD FEELINGS MENTAL HEALTH
848 Bloor Street West, Toronto, ON M6G 1M2

Job Posting: Online Practice Recovery Leader

Date: December 21, 2020

CONTRACT: February 8, 2021 – February 4, 2022 (12 months)

COMPENSATION: \$32,000

HOURS: 20 hours per week

THE ORGANIZATION

Hard Feelings is a non-profit social enterprise focused on increasing access to mental health supports and resources in Toronto. We support a community of professional counsellors, including registered social workers and registered psychotherapists, who offer low-cost, short-term therapy to individuals with limited capacity to pay. We also operate a retail storefront that sells books and products focused on building stronger mental health.

How COVID-19 has impacted us

When the pandemic forced us to shutter our traditional operations, we moved all counselling online and built an online store. This pivot has had significant impacts on our revenue and sustainability.

While the past ten months have been hard, they have also highlighted unique opportunities for us to grow and expand our reach. We imagine a future where Hard Feelings operates as a mixed-model of online and in-person service.

THE JOB

We are hiring an **ONLINE PRACTICE RECOVERY LEADER** to work with us to build our capacity to deliver online services; build sustainable systems, communications and resources; and generate increased revenue for the organization.

Working with our Acting Executive Director and Board of Directors, this position will focus on two key areas of work:

1. Growing the Community of Practice

Prior to COVID-19, the number of counselors that could join our community of practice was limited by our physical space. With the change to online counselling, we have the opportunity to include more counsellors in our community, and expand access for more clients in need.

ONLINE PRACTICE RECOVERY LEADER

This work includes:

- Assessing the systems we have developed to manage incoming counsellors
- Recommending and implementing operational improvements
- Leading recruitment, screening and orientation of new counsellors
- Updating counsellor onboarding manual and other materials as needed
- Managing counselling pages on our website (WordPress)
- Responding to inquiries about the practice from counsellors and clients

2. Strengthening the Community of Practice

A strength of our model is the professional support and connection that exists within our community of practice. With the change to online counseling, we have the opportunity to build new networks of connections, strengthen our community and deepen our work.

This work includes:

- Assessing existing communication, scheduling and management tools for the community of practice
- Recommending and implementing improved approaches
- Developing new opportunities for counsellors to connect with and support each other
- In consultation with the community of practice, developing and implementing a regular schedule of professional trainings and peer supervision
- Soliciting workshop facilitators and organizing opportunities for professional training
- Supporting counsellors with clinical and/or practice issues as needed
- Evaluating the impact of newly implemented processes

In addition to this work, there will be an expectation and opportunities to collaborate in the growth of the organization including:

Returning to in-person counselling, post COVID-19

While we are excited about the possibilities of growing the online practice, we also hope to return to in-person counselling when deemed safe, offering a mixed model of service delivery at Hard Feelings.

Building the Reach of the Model

Since opening in September 2017, Hard Feelings has grown steadily, with ongoing interest in replicating the model across the country and abroad. With the shift to online practice, we see an opportunity to engage more deeply with this idea as both a way to support more people and increase our revenue.

Developing our Social Enterprise

When our physical space was open to the public, there were opportunities for collaboration between the retail storefront and the community of practice. We want to explore similar collaborations between the store and community of practice in order to deepen our brand and expand our sustainability as a social enterprise.

QUALIFICATIONS

- Graduate degree (Social Work, Psychology, Psychotherapy) or equivalent experience
- Experience working in and/or managing a clinical group private practice
- Understanding of the challenges and strengths of online clinical practice
- Experience coordinating groups and/or teams
- Knowledge of best practices in mental health service delivery, especially as they relate to COVID-19 and online work
- Experience working collaboratively with others
- Strong communication skills
- A creative thinker with a flexible approach to problem solving
- Commitment to our organizational values of integrity, innovation, inclusion, and empathy
- Ability to work from home and in-person at our downtown Toronto location (Bloor and Ossington)

Assets

- Experience in program development and evaluation
- Experience planning and promoting professional development trainings
- Knowledge of team communication platforms (e.g., Slack)

APPLICATION PROCESS

Submit your cover letter and resume to Kate Scowen at kate@hardfeelings.org

NOTE: Please include in your cover letter a brief statement about what you view as the biggest strength and the biggest challenge facing our community of practice over the next year

Deadline for applications is **January 11, 2021**. Applications will be considered as they are received until the deadline

As an employer, Hard Feelings Mental Health is dedicated to building an organization that reflects the diversity of the communities we serve. This includes diversity in languages spoken, culture, race, sexual orientation and gender identity. Requests for accommodation due to disability can be made at any stage in the recruitment process.

Accessibility: This position may require some light cleaning and lifting. We do not have an accessible washroom.

We thank all applicants for their interest but only those selected for further consideration will be contacted. **Please do not call regarding this position.**