



HARD FEELINGS MENTAL HEALTH  
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**Position title:** Navigation Lead  
**Wage:** \$65,000 | Pro-rated to 3 days/week  
**Benefits:** Group benefits plan + 2 weeks paid vacation  
**Start date:** July 2025

**\*Note:** This role requires the successful candidate to be **in-person** in our storefront, located at 353 Church Street.

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## THE ROLE

Working closely with the Executive Director and Clinical Manager, this position is responsible for designing and delivering navigation services that support community members in accessing appropriate mental health supports. The Navigation Lead will work with our team to:

### Design and Development

- Research and select best navigation practices for our unique model
- Design individual and group navigation resources
- Update existing self-directed navigation options
- Develop policies and procedures for navigation resources at Hard Feelings
- Develop data collection and evaluation tools to track navigation need and experiences
- Develop communications materials to promote our navigation resources
- Develop and pilot a model for volunteer peer navigators that will increase access
- Design and pilot innovative navigation resources aligned with our values and mission

### Training, Implementation, and Evaluation

- Roll-out formalized navigation resources, including individual and group programs
- Conduct community outreach to promote navigation resources
- Implement data collection and evaluation tools to inform adaptations, as needed
- Orient members of the HF Community of Practice, staff, and volunteers to new systems

### Collaborations and Community-building

- Identify and connect with collaborators and stakeholders across the GTA, and Ontario
- Build ongoing relationships with external collaborators to ensure accessibility
- Build awareness of our model, and the Community of Practice
- Develop and deliver psycho-educational workshops and resources for the public, mental health professionals, and community collaborators

## **QUALIFICATIONS**

### **Education and registration**

- A post-secondary degree in a psychotherapy or mental health discipline (e.g., BSW, MSW, MEd Counselling, MACP)
- Registration with a regulatory body in Ontario (e.g., OCSWSSW, CRPO, RNO, etc.)

### **Clinical experience**

- Demonstrated experience in individual and group psychotherapy
- Proven skill in screening and assessment in brief settings
- Experience in mental health service navigation, especially as it pertains to psychotherapy
- Strong understanding of the complexities of mental health service navigation
- Experience with program evaluation methods and protocols
- Trained in trauma-informed, anti-oppressive, and evidence-based practices
- Deep knowledge of and connections within the mental health and social service sectors
- Comfort facilitating presentations and psycho-education workshops

### **Administration & Communications**

- Proficiency using Excel, Microsoft Office, Google Drive, Dropbox, and Slack
- Experience using various design and communication tools (Canva, Buffer, Instagram)
- Strong understanding of communications strategies and accessibility

### **Other**

- A demonstrated commitment to the values of Hard Feelings
- Engaging and welcoming personality that can build rapport with a variety of individuals
- Takes initiative and works well independently
- Self-motivated and proven capacity to complete tasks on time
- Works well in a team setting, with a willingness to lean into collaboration
- Ability and willingness to work occasional weekends and evenings

## **APPLICATION PROCESS**

Please submit a resume and cover letter, briefly describing your **understanding of the importance of navigation support for the public within the current mental health landscape**, to Elise Meertens at [elise@hardfeelings.org](mailto:elise@hardfeelings.org)

**Applications will be considered as they are received, until the position is filled.**

## **ABOUT US**

Hard Feelings is an innovative mental health organization based in Toronto. Our mission is to bring innovation to the mental health sector that reduces barriers and increases access to stronger mental health. We work with mental health professionals, community members, and

partners to facilitate the delivery of low-cost psychotherapy, curate mental health resources, and foster conversations that fight stigma.

As an employer, Hard Feelings Mental Health is committed to building and sustaining an equitable and inclusive working environment. We encourage and actively seek applications from Indigenous, Black, racialized people, visible minorities, 2SLGBTQIA+ persons, all genders, and persons with disabilities. Requests for accommodation due to disability can be made at any stage in the recruitment process.

NOTE: *To avoid dual relationships in our community of practice, **this position is not open to former counsellors/clients of current counsellors or counsellors on leave.** If you have questions about this, please reach out to Kate Scowen at [kate@hardfeelings.org](mailto:kate@hardfeelings.org). If you disclose being a previous client/counsellor, we will aim to maintain confidentiality and respect for your privacy.*

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