



IS SEEKING A PART-TIME BLACK MENTAL HEALTH PROGRAM ASSISTANT

Position Title: Black Mental Health Program Assistant - Black Community Mental Wellness - A Way Forward

Location: Hybrid (On-site/work from home), Evenings and some weekends will be required

Reports To: Black Health Manager, NACCA

Job Type: Part-time, fixed term contract 24.5 hours

Salary: Starting at \$25.19 - \$27.96 per hour

Newmarket African Caribbean Canadian Association's mental health services address a wide variety of issues ranging from trauma (sexual, physical and trauma related to immigration), depression, anxiety, worry, grief and stress, including societal stressors relating to the Social Determinants of Health (racism, poverty, housing, employment, family issues, etc.). We offer diverse counselling support relating to Black men's mental health, caregiver support for parenting children and youth, seniors, wellness support for members of the Black 2SLGBTQ+ community, to name a few. Our therapeutic model involves Healing Identity Based Trauma and Racial Trauma using EMDR in COLOUR and other cultural humility centred approaches, an integrative process involving Cognitive Behavioural Therapy, Narrative Therapy, and therapy from a Recovery Model of Care.

NACCA's mental health model is rooted in holistic, healing centered, Africentric, and culturally responsive care. Offering a range of prevention, early intervention, harm reduction, and recovery-oriented services, to assist youth and their families/caregivers in reducing harm, moving toward recovery, and making healthy choices for themselves and their family. The program places focus on the full spectrum of social determinants of health and is grounded in shared community values. The service also recognizes the resiliency and strength, cultural diversity, and intersectional experiences of Black youth and families.

Position Overview

The Black Mental Health Program Assistant will provide essential administrative support to the Black Community Mental Wellness - A Way Forward program serving Black individuals and communities. This role involves assisting with day-to-day office functions, scheduling, client intake, and managing records. The Program Assistant plays a key role in creating a welcoming and efficient environment for clients seeking mental health services, ensuring they have access to necessary resources and information.

Key Responsibilities

Client Support & Reception

- Greet clients in a warm and professional manner, providing assistance and directing them to appropriate services found within NACCA.
- Answer phone calls, emails, and other inquiries, providing general information about mental health services and scheduling appointments.
- Ensure clients feel comfortable and supported throughout their visit by creating a welcoming, culturally sensitive environment.

Program & Team Support

- Assist Black Health Manager in managing the mental health program by coordinating services, ensuring efficient operation, and monitoring outcomes.
- Assist Black Health Manager in ensuring that services are delivered in a culturally competent, client-centered manner.
- Ensure that the program adheres to policies, procedures, and best practices, with a focus on improving access to mental health care for Black individuals and communities.

Appointment Scheduling & Coordination

- Schedule, reschedule, and confirm appointments for clients with mental health professionals.
- Manage daily calendars, ensuring that there are no scheduling conflicts and that all necessary paperwork is ready for client appointments.
- Follow up with clients regarding appointments, cancellations, or reschedules, maintaining accurate records of appointment statuses.

Administrative & Clerical Support

- Maintain and organize client records, ensuring confidentiality and compliance with relevant privacy laws (e.g., HIPAA).
- Prepare and process intake forms, treatment plans, and other client documentation.
- Assist with filing, photocopying, scanning, and faxing documents as needed to support the team.
- Handle office supplies, ensuring that all necessary materials are available for use by staff and clients.

Resource Coordination

- Assisting Black Mobile Service Navigators and Black Clinicians supports members in connecting to mental health resources, such as community support groups, hotlines, and crisis services.
- Provide information on mental health services, benefits, and programs available to Black individuals, ensuring that resources are culturally competent and accessible.
- Refer clients to relevant mental health services and community organizations, acting as a liaison between clients and the broader support network.

Data Entry & Documentation

- Accurately enter and update client information, ensuring that all records are current and properly filed.
- Assist in tracking client visits, progress, and follow-up needs.
- Generate reports or summaries as needed to support program evaluation and client care.

Client Communication & Outreach

- Send reminder notices for appointments, group sessions, or community events to ensure client engagement and participation.
- Help coordinate community outreach activities, events, and workshops designed to promote mental health awareness and reduce stigma in Black communities.

Confidentiality & Compliance

- Ensure the confidentiality and security of all client information and paperwork in compliance with HIPAA regulations and organizational policies.
- Support the maintenance of ethical and professional standards in all interactions with clients and colleagues.

Transportation and Valid License Requirements

- The position may require the ability to travel within the local community to meet clients, attend meetings, and engage with community partners.
- As such, a valid driver's license and access to reliable transportation are essential for this role.
- The candidate must be able to navigate between service locations, and outreach sites efficiently and independently.
- Travel may also include occasional evening or weekend hours for community events or client appointments.

Qualifications

Education

- High school diploma or equivalent is required; an associate's degree or higher in office administration, social services, or a related field is a plus.

Experience

- Previous experience in an office setting, preferably in a healthcare, mental health, or social services environment, is preferred.
- Experience working with Black or underserved populations is required.

Skills & Competencies

- Strong communication skills, with the ability to engage effectively with clients from diverse backgrounds.
- Organizational skills with the ability to manage scheduling, filing, and office tasks efficiently.
- Knowledge of mental health issues and services is preferred, with a focus on cultural competence in working with Black communities.
- Proficiency in office software, such as Microsoft Office (Word, Excel, Outlook) and client management systems.
- Ability to maintain confidentiality and handle sensitive information with discretion and professionalism.

Preferred Qualifications

- Experience with trauma-informed care practices and knowledge of the unique challenges faced by Black communities.
- Actively support NACCA's core competencies and the culture of equity consistent with NACCA's mission and vision.
- A Bachelor's degree in Social Work, Psychology, Public Health
- Bilingual or multilingual abilities (e.g., French, an African language, etc.) is an asset.
- Experience with electronic health record (EHR) systems is an asset.
- Knowledge of York Region area is an asset.



Work Environment

- The position is primarily office-based, with potential for some remote work or outreach activities as needed.
- The role may require occasional evening or weekend work for outreach events or to accommodate client schedules.
- May participate in York Hills working groups and quality improvement initiatives that specifically address access to competent care for Black populations.
- Will participate in team-based projects as required to build greater capacity in resources for Black children/youth and families in York Region.
- Attend regular NACCA mental health team meetings and Supervision with NACCA

How to Apply

Application and Hiring Process

Qualified applicants should forward a cover letter and resume indicating “Application for Black Mental Health Program Assistant” in the subject line to: hr@naccacommunity.ca

Successful candidates will require a vulnerable sector check and designation in good standing with a regulatory body such as RSW/RP/CCC etc.

NACCA is an equal opportunity employer and encourages applications from all qualified candidates. For more detailed information about the Newmarket African Caribbean Canadian Association, please visit www.naccacommunity.ca

Recruitment Team

NACCA Hiring Team will be accepting applications until **Apr 4, 2025**. Only those candidates invited for an interview will be contacted.

The Newmarket African Caribbean Canadian Association (NACCA) is committed to providing strong leadership for our diverse resident Black community, especially Black youth. We serve the Newmarket and surrounding areas. Our work is informed and deeply rooted in the key principles of the Nguzo Saba.