



Haldimand-Norfolk
REACH

supporting children, families, communities

Haldimand-Norfolk REACH is a multi-service agency, providing Child & Youth Mental Health Services, Autism & Behaviour Services, Developmental Services, Youth Services, Adult Counselling Services, and several Early Learning Intervention & Care services including EarlyON Child & Family-Centres and the Community Action Program for Children.

H-N REACH serves as the Lead Agency for Haldimand Norfolk Children's Mental Health Services, Coordinated Service Planning and the Student Nutrition Program in the Hamilton/Niagara Region. Through our Contact Unit, the agency serves as the single point of access for a variety of children's services.

H-N REACH is recognized as a local leader in community education, advocacy, inter-sector collaboration and Community Service Planning.

Child & Youth Crisis and Outreach Services Unit

CRISIS AND OUTREACH SERVICES SUPERVISOR - New Position

Ref. #2026-37

Full-Time (35 hrs/wk), Permanent, Salaried

Salary: Step 1 \$61,193 - Step 2 \$68,842 - Step 3 \$76,491

Benefits: Comprehensive Benefit Plan

Responsibilities:

- Provide on-site leadership and direction to the Crisis and Outreach Services programs including responsibilities for health & safety, development, implementation, monitoring of programs, and infrastructure related to the services.
- Provide clinical supervision to program clinicians, including crisis response services.
- Administrative functions including scheduling, approval and processing of hours for payroll and time off.
- Key responsibilities in collaboration with other REACH employees, community partners and external evaluators in the evaluation of programs.
- Participate as a member of the agency management structure by taking an active role in the Supervisory Group, communication and implementation planning, delivery of key messages and operational planning.

Qualifications:

- Master's degree in the Social Services (Social Work, Psychology) from a university of recognized standing or acceptable equivalent
- Registered to perform the Controlled Act of Psychotherapy in the Province of Ontario
- Five years post-graduate experience in the area of counselling/therapy with children, youth and their families
- Three years' experience working with children, youth and their families in crisis
- Excellent knowledge and demonstrated application of crisis intervention theories
- Experience in coordination and facilitation of projects, and demonstrated leadership and supervisory skills
- A working knowledge and ability to collaborate with other REACH programs and community partners
- Computer literacy
- Excellent written and verbal communication skills
- Criminal & Judicial Matters and Vulnerable Sector Record Checks, Children's Aid Society Declaration/Release
- Possession of a valid driver's licence, \$2 million vehicle liability insurance, clear Driver Abstract and use of a vehicle.

Applicants are welcome to email the Contact Manager, Sylvia Shekalo sshekalo@hnreach.on.ca for more information about this position, or to find out more about working at H-N REACH.

Please submit a cover letter (citing the reference # above) & resume by email to jobs@hnreach.on.ca by June 19, 2026 to:

Lynn Tessaro, Human Resources Manager

Haldimand-Norfolk REACH

101A Nanticoke Creek Parkway, Townsend, ON, N0A 1S0

Website: www.hnreach.on.ca

Haldimand-Norfolk REACH is committed to diversity, equity, inclusion and belonging. Only those selected for an interview will be contacted. Please contact us if you require accommodation.

A United Way member Agency



COME GROW WITH US

Join the REACH team to make a meaningful difference
in people's lives every day!