



## **Urgent Response Services Coordinator** (multiple positions)

**Urgent Response Services (URS)** will be available for children/youth registered in the Ontario Autism Program (OAP) who meet eligibility criteria. URS will provide time-limited services and supports to respond rapidly to a specific need and prevent further escalation of risk of harm to a child/youth, others and/or property. UR Services will be purchased from community providers:

- Short-term interdisciplinary consultation with child/youth's intervention team, family, and/or educator.
- Respite up to a maximum number of hours and duration (12 weeks).
- Service navigation to existing services outside of the OAP.
- Direct support to the family and/or professionals involved to implement intervention and/or therapy techniques with the child/youth (e.g. mediator model intervention).

URS Coordinators will support Contact Brant's role as the regional URS Lead Organization through collaborative work with partner organizations in Brant, Haldimand-Norfolk, Hamilton, and Niagara.

**Full-time Salaried Position:** 37.5-hour workweek, with flexible scheduling expected to meet the needs of clients and the organization. Target start date: By March 1, 2022. Benefits and a moderate pension plan.

### **Qualifications:**

1. Undergraduate or post-graduate degree in social sciences or related field.
2. Minimum of five years' experience in the child/youth service system, with proven skills in service coordination, understanding of brief services, and expert knowledge in Autism Spectrum Disorder (ASD).
3. Extensive knowledge of the range of supports and services available to children/youth and families in at least one of Brant/Brantford, Haldimand-Norfolk, Hamilton, or Niagara communities.

### **Conditions of Employment:**

1. Valid Ontario driver's licence and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business.
2. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted.
3. Proof of full COVID-19 vaccination, or medical exemption with compliance to requirements for regular antigen testing.

### **Competencies:**

The URS Coordinator will display the following competencies:

1. *Clinical Judgement* - Maintain expert understanding on ASD and intervention strategies, as well as, mental health issues in Autistic children/youth to assess client needs and inform development and delivery of a strong intervention plan.
2. *Collaboration* - Strong interpersonal skills in the areas of facilitation, collaboration and mediation that support the development and maintenance of good working relationships through a collaborative approach that solicits input from others and cultivates teamwork. Demonstrate expertise in complex social, health, and educational inter-disciplinary coordination to promote and optimize the health and well-being of the child/youth/family.
3. *Navigator* - Help clients navigate health, education and social systems, demonstrating respect and family-centered practice; be responsive to the needs of clients.
4. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; respond to time-sensitive information; make sound judgments to plan and coordinate services; and ensure follow-up and communication.

5. *Facilitative Decision-Making and Problem Solving* - Ask questions, probe for answers, work to build consensus; recognize the right problems to work on in a focused, positive manner.
6. *Transparency and Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support access to information and planning.
7. *Role Model* - Champion principles and practices of inclusion and equity; lead by example.
8. *Execution* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; strong organizational skills and the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humour.
9. *Continuous Learner* - Is an active learner, identifying professional goals and personal areas for growth; apply newly acquired knowledge in service delivery.

**Responsibilities:** See full Job Description posted on our website, [www.contactbrant.net](http://www.contactbrant.net)

1. **Determine eligibility and complete the URS intake process:**  
Engage parents/child/youth in gathering intake information and completion of the Child and Adolescent Needs & Strengths tool (CANS) to inform the URS plan.
2. **Provide service navigation for those not eligible for URS:**  
Facilitate access to relevant services in family's local area; connect with existing services and supports to ensure they are aware of the current ineligibility.
3. **Support the development, monitoring and updating of the UR Service Plan:**  
Use clinical judgement to assess and analyze the nature and level of need to inform the area of URS support. Facilitate the active participation of the child/youth/family and in the development of an inter-agency, inter-professional and cross-sectoral URS plan that addresses the single area of urgent need. Identify and confirm the service providers to enact the plan's service elements. Collectively monitor, review, and revise the URS plan.
4. **Provide a coordinated, collaborative experience for the child/youth and family:**  
Act as the primary contact for the child/youth and family regarding the URS plan. Provide leadership in the development of a wraparound team-based approach to the URS plan that addresses the area of need within the time provided. Ensure the coordination of URS with existing services and supports, and the transition of knowledge prior to the end of the URS.
5. **Collect comprehensive information** that supports service delivery, required reports and data throughout the service. Monitor the budget. Administer formal evaluation procedures to gather data on the impact of the URS intervention for each child/youth served.

**Application Deadline:** January 28, 2022

Priority given to qualified applicants who have Lived Experience (caregiver - Autism), are bilingual, Indigenous, 2SLGBTQ+, Black or People of Colour.

**Please submit resume and a covering letter by email to:** [careers@contactbrant.net](mailto:careers@contactbrant.net)

Attention: Cindy Landry, Executive Assistant re: *URS Coordinator*

Contact Brant is the first place for children, youth and families to connect to cross-sectoral community services; understand available resources; and receive coordinated supports. This includes access to child and youth mental health services, developmental services, Coordinated Service Planning, and FASD services. We are proud of our workplace culture that is accepting and committed to diversity and inclusion, as well as a positive and supportive work environment. We draw on the differences in who we are, what we've experienced, and how we think. We value our community partners and the work we do together to improve the well-being of children, youth and families through a respectful family-centered approach. Join our knowledgeable team! Only those selected for an interview will be contacted.

**Contact Brant for Children's and Developmental Services**

643 Park Road North, Brantford, ON, N3T 5L8

[www.contactbrant.net](http://www.contactbrant.net)