



Job Description: Lead Resource Coordinator

Reporting Relationship:

The Lead Resource Coordinator reports to the Chief Executive Officer.

Summary of Role:

The Lead Resource Coordinator will provide professional and confidential Access services, including provision of information/consultation and service navigation; intake and referral; and on-going service coordination supports focused on coordinated care. As a leader in navigation and coordination, the Lead Resource Coordinator will integrate all service roles in a holistic approach to promote and optimize the health and well-being of the child/youth and their family.

The Lead Resource Coordinator will demonstrate an understanding of social, health, and educational inter-disciplinary services and coordination. The position will support Contact Brant's role as the Access Mechanism for child and youth services through collaborative work with partner organizations.

The Lead Resource Coordinator will additionally provide mentorship to the agency's Resource Coordinators to support consistency and excellence in service implementation.

The Lead Resource Coordinator shall use a family centred approach; focus on each individual's strengths; effect the agency's stated values and service principles; and support the least intrusive as well as inclusive options.

Hours of Work:

The Lead Resource Coordinator manages a 37.5 hour work week, with flexible scheduling expected to meet the needs of clients and the organization.

Qualifications:

1. Bachelors or Masters Degree in social sciences.
2. Minimum of five years' experience in the child/youth service system, with proven skills in service navigation and coordination.
3. Extensive knowledge of the range of cross-sectoral supports and services available to children, youth and their families, especially in Brant/Brantford.

Conditions of Employment:

1. Valid Ontario driver's license 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:

In all activities, the following competencies will be displayed:

1. *Clinical Judgement* - Maintain expert understanding on issues impacting children/youth including but not limited to mental health; developmental; Autism, FASD and other special needs; education; and health to inform and support triaging to appropriate services and the foundation for a coordinated service plan.

2. *Collaboration* - Strong interpersonal skills in the areas of facilitation, collaboration and mediation that support the development and maintenance of good working relationships; a collaborative approach that solicits input from others and cultivates teamwork; inter-disciplinary coordination that promotes and optimizes the health and well-being of the child/youth/family; focus on a holistic and system perspective.
3. *Service Navigation* - Support clients to 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, and work to build consensus while recognizing the right problems to work on in a focused and positive manner; work with each family's network to identify and address successes, disparities and barriers.
6. *Communication* – Strong communication skills (written, oral, listening and non-verbal); effective interviewing and good active listening skills, including the ability to be empathetic to each unique situation; engage in positive, productive, and proactive conversations that support access to information and integrated planning.
7. *Role Modeling* - Champion the principles and practices of inclusion and equity; lead by example; share expertise and act as a resource to others.
8. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; strong organizational skills; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humour.
9. *Continuously Learning* - Is an active learner including child and youth best practices as well as relevant legislation; responsible for professional development and acquisition of knowledge and skills, including attending learning opportunities relating to program area, identifying professional goals as well as personal areas for growth; apply newly acquired knowledge in service delivery.
10. *Authentic Leadership* - Have leadership courage; leverage empathy; use inclusive communication; build relationships/build team; be adaptable and flexible; display initiative; collaborate and mentor to work towards common goals; recognize and act on new opportunities; suggest new methods and approaches to work.

Responsibilities:

1. Single Point of Access/Coordinated Access:

- Maintain up-to-date information and knowledge about services and resources offered by Ministry-funded service providers and the broader community.
- Provide timely, clear and accurate information and consultation to children/youth, families, professionals and the general community about resources.
- Provide timely Response supports to callers and referrals seeking services by determining eligibility and triaging to intake as appropriate.
- Support streamlined access to child and youth services, as well as to other community resources to reduce the need for clients having to repeat their story to multiple providers.

- Utilize a strengths-based, family-centered service approach in conducting intake interviews and capture the client's story in the appropriate Contact Brant tools, including the Common Tool for Intake.
- Engage parents/caregivers and child/youth in the process of gathering intake information; build on information others have gathered to reduce the family having to repeat their story.
- Ensure information is obtained that includes contexts in which the child/youth spends time, including community-based programs and supports, education, and health interventions.
- Utilize information gathered to develop a comprehensive understanding of the strengths and needs of the child/youth, the family, and their environment.
- Ensure accurate and professional documentation in client records to support the referral process including creating an accurate summary of the client's current situation; ensure new Intake Reports are edited for current information.
- Request and maintain documentation on diagnosis, other assessments and reports, as appropriate, for the purposes of including documentation in referral packages, with consent;
- Provide information on service options so clients can choose the most appropriate options; inform of wait lists and other service options in the interim.
- Assess and prioritize need for each client.
- Fully understand and follow Privacy legislation and ensure informed consent is received from clients, and information is only disclosed to those for the purposes intended.
- Support quality assurance by regularly requesting and receiving client feedback, including distribution of client feedback tools.
- Complete referrals that include the initial identification of an integrated service plan with appropriate community services for each individual at intake.

2. Single Agreement for Service/Service Coordination:

- Act as the primary agency contact for any child/youth on your caseload; manage your client caseload, facilitating coordinated planning and on-going service navigation; arrange for the provision of additional supports for the client and family as required.
- Support a coordinated, collaborative experience, as well as an integrated service plan, for the child/youth and family by connecting with existing and potential services and supports; identify any changes in client need and prioritization.
- Arrange case conferences that bring together family and relevant service providers to develop and support an integrated service plan as needed;
- Provide leadership in the development and maintenance of a wraparound team-based approach; demonstrate strong facilitation skills in order to steer the process toward the development of a coordinated service plan to address the client's priorities and areas of need.

- Work collaboratively with services and supports to ensure roles and responsibilities are clearly identified and implemented, and transitions for families are as smooth as possible.
- Facilitate integrated transition planning for clients as outlined in the *Transition Planning Protocol and Procedures for Young People with Developmental Disabilities*.
- Maintain appropriate client service Plans on record.
- Facilitate case conferences, Case Resolution and RPAC, as required.
- Work with community partners to develop interagency processes that support transparent, seamless, effective and efficient delivery of client services.
- Collect comprehensive information that supports service delivery, required reports and data throughout the service; maintain accurate service information for each client waiting, in-service, and discharged.
- Support the agency's role in managing the Community Information records by identifying new services and changes to existing services.

3. Case Resolution:

- Support and identify appropriate community reviews of children and youth with multiple, complex needs, including transitional aged youth, at Case Resolution to support problem solving and integrated planning.
- Provide leadership in the agency's case resolution function by communicating consistently about expectations for Complex Special Needs funding, as well as supporting a coordinated plan for children/youth with complex needs and their families when community resources have been exhausted and specialized resources are required.
- Provide comprehensive and professional reporting to the Ministry, as required.

4. Residential Placement Advisory Committee (RPAC):

- Ensure appropriate reviews of children and youth at RPAC, meeting expectations outlined in legislation as well as agency policy and procedures.
- Provide comprehensive and professional reporting to the Ministry, as required.

5. Professional Expectations:

- Provide leadership in the agency's Access mandate with community partners, as well as mentorship to the agency's Resource Coordinators; support integration with Contact Brant services.
- Represent Contact Brant in a professional manner at all times by maintaining professional and ethical conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Maintain confidential, professional case files meeting Recording Standards Policy requirements.
- Respect the role as a health information custodian – fully understand privacy legislation; ensure informed consents are received from clients and information is only disclosed to those for the purposes intended.
- Fulfill all requirements of client record keeping in a timely manner and document data required by the Ministry and agency.

- Be familiar and cognizant of existing and new resources and information pertinent to the child/youth service systems.
- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; provide written reports in a writing style appropriate for the reader; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
- Support quality assurance by regularly requesting and receiving client feedback as well as implementing evaluation strategies to assess the service impact.
- Identify gaps and needs in the service system to support planning and improving services offered in the community.
- Promote Contact Brant through presentations, participation in events, and committee membership.
- Act as a liaison in the community at large through development of good working relationships with external colleagues and organizations.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Facilitate working relationships with providers in child/youth services, the health and education sectors in order to enable their regular contribution into service delivery and planning.
- Develop and foster effective working relationships with clients, cross-sectoral service providers, schools, other Contact and Access Agencies, and other community stakeholders to facilitate effective coordination of services for each client.
- Work with community partners to develop interagency processes that support transparent, seamless, effective and efficient delivery of client services.
- Respond promptly to issues and feedback identified.
- Keep the Chief Executive Officer abreast of issues related to caseload as well as matters that could impact Contact Brant both operationally or strategically; identify gaps and needs in the service system to support planning and improving services offered in the community.

The Lead Resource Coordinator is an integral member of the Contact Brant team. It is expected that the Lead Resource Coordinator will contribute to problem solving with regards to improving services, efficiency and effectiveness of the organization.

This job description may evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.