



Job Description: Manager of Service Coordination

Reporting Relationship:

The Manager of Service Coordination reports to the Chief Executive Officer.

Summary of Role:

The Manager of Service Coordination will provide leadership to the agency, and particularly to the Coordinated Service Planning and Urgent Response Service programs.

The Manager will supervise the Urgent Response Service (URS) program staff and lead the implementation of the URS program and Team.

The Manager of Service Coordination also provides mentorship to the agency's community's Service Planning Coordinators and supports the consistency of Coordinated Service Planning (CSP) with partner organizations as well as with the agency's CSP and FASD Team.

The Manager of Service Coordination provides professional and confidential services using a family centred approach; focusing on each individual's strengths; effecting the agency's stated values and service principles; and supporting cross-sectoral connections and planning around the unique needs of children, youth and families.

The Manager of Service Coordination covers the Chief Executive Officer in the CEO's absence, and attends Board meetings to keep abreast of agency priorities and challenges.

Hours of Work:

The Manager of Service Coordination manages a 37.5-hour workweek, with flexible scheduling expected to meet the needs of clients and the organization.

Qualifications:

1. Bachelors of Masters Degree in social sciences.
2. Minimum of five years' related experience in the child/youth service system, with proven skills in service navigation; providing an integrated and collaborative approach to service coordination; ability to assess client, agency and system needs to inform sound judgments and planning.
3. Progressive experience, including supervisory, with demonstrated ability to provide leadership - supporting team building and working towards a common goal; recognizing and acting on new opportunities; identifying new methods as well as approaches to work; sound understanding of financial and data reporting with accountability.
4. Extensive knowledge of the range of cross-sectoral supports and services available across the Hamilton-Niagara Region to children, youth and their families including but not limited to special needs, Autism, FASD, developmental, and mental health.

Competencies

The Manager of Service Coordination will demonstrate expertise in complex social, health, and educational inter-disciplinary coordination. As a leader in coordination and facilitation, you will integrate service roles to promote and optimize the health and well-being of the

child/youth and their family, as well as support the agency and system providers in working towards common goals. In all activities, the following competencies will be displayed:

1. *Authentic Leadership* – Have leadership courage; leverage empathy; use inclusive communication; build relationships; be adaptable and flexible; display initiative; mentor and coach by recognizing where people are succeeding and failing; develop and motivate individuals to improve competencies and skills; empower others; build and understand the team environment; respect the emotional safety of others; recognize and acknowledge achievements; shape culture.
2. *Transparency and Communication* – Engage in positive, productive, and proactive conversations that support teamwork and collaboration; 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; share often and openly with others; emotional intelligence - awareness, control, and expression of one's emotions while handling interpersonal relationships judiciously and empathetically.
3. *Collaboration* - Strong interpersonal skills in the areas of facilitation, collaboration and mediation that support the development and maintenance of good working relationships; inter-disciplinary coordination that promotes and optimizes the health and well-being of the child/youth/family as well as focuses on a holistic and system perspective; solicit input from others and cultivate teamwork, creating a sense of connection and belonging.
4. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; take responsibility; be open to and encourage new ideas; withhold judgement until hearing or experimenting with options; respond to time-sensitive information; be responsive to the needs of clients; be responsive and follow-up with stakeholders, employees and co-workers.
5. *Strategic Thinking* – Strategic thinking and action for the organization and for the community system; critical thinking and analysis of each situation; establish efficient practices; align the tasks with set goals in order to achieve the required timely result; contribute to the organization's development and future.
6. *Facilitative Decision-Making and Problem Solving* – Ability to make rational and unbiased decisions that consider internal and external factors and bring value; find, perceive and analyze information; ask questions, probe for answers, conduct thorough research; work to build consensus while recognizing the right problems to work on in a focused, positive manner; active problem solving and decisiveness; conflict management.
7. *Clinical Judgement* - Maintain sound understanding of child and youth issues and needs to inform and support development of strong service intervention plans, as well as agency and system planning.
8. *Service Navigation* - Support clients and other professionals to navigate health, education and social systems, working collectively to identify and address successes, disparities and barriers; demonstrate respect and family-centered practice; be responsive to the needs of clients.
9. *Role Modeling* - Lead by example; champion the principles and practices of inclusion and equity; exemplify honesty and integrity; strong ethical code including adhering to policies, procedures and legislation; share expertise and act as a resource to others; professionalism and work ethic.
10. *Implementation* – Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; give others the tools

and motivation to perform well in their jobs; introduce new and efficient practices and methods to optimize the work process; provide insight and guidance where necessary; nurture future leaders; build employee loyalty and motivation; develop trust - build a safe environment where stakeholders understand that they will be treated fairly; exhibit strong organizational skills as well as the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humour.

11. *Continuously Learning* - Is an active learner including child and youth best practices, effective management and supervision, as well as relevant legislation; responsible for professional development and acquisition of knowledge and skills, including identifying professional goals as well as personal areas for growth; apply newly acquired knowledge to your work.

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.

Responsibilities:

1. Manager:

- Supervise the Urgent Response Service program team, including the Lead URS Coordinator, the URS Coordinators and the URS Front Door Coordinator.
- Provide leadership on behalf of the agency for the Coordinating Agency mandates as well as the URS program.
- Build an effective and collaborative CSP Team, and assist the Lead URS Coordinator to build an effective and collaborative URS Team.
- Be informed of the individual URS service provider contracts and budgets, and manage expenditures to align with revenue allocated.
- Be well-versed in the data, outcomes, and financial reporting for the URS program; address program planning in response to these reports.
- Understand the outcomes, data and financial reporting for the agency as a whole.
- Knowledge and competency in the Access role of the organization including provision of community information, intake and referral, as well as integrated coordination of services.
- Provide leadership in the Case Resolution process including co-chairing meetings; support the Service Coordinators presenting reviews as well as providing CSP supports to children and youth receiving Complex Special Needs (CSN) funding; monitor CSN budgets and outcomes; maintain a strong partnership with McMaster Brokerage Services regarding CSN funding for each child; provide comprehensive and professional reporting to the Ministry on children and youth supported through CSN funding; and ensure Transitional Aged Youth transition plans are reviewed as appropriate.
- Cover the role of the CEO as needed by keeping abreast of agency pressures and opportunities; participate in Board meetings.

2. **Urgent Response Service:**

- Overseeing the URS program, ensuring the organization meets expectations outlined in the Ministry's Ontario Autism Program Urgent Response Service Guidelines as well as the program contract. This includes but is not limited to:
 - The URS determination of eligibility and intake processes;
 - Appropriate service navigation for those not eligible, including for those in crisis;
 - Development, monitoring and updating of the Urgent Response Service Plan by URS staff that includes coordinated and collaborative planning and service delivery;
 - Collection of comprehensive information that supports service delivery at the beginning and throughout the family's participation in URS.
- Ensure appropriate URS service provider contracts are secured that will enable URS services to be provided in a timely manner:
 - Assist the CEO in establishing URS contracts with appropriate service providers that can provide skilled staff in a timely manner;
 - Build and maintain good relationships with URS service providers;
 - Monitor the URS service contracts and budgets with the Administrative Assistant for URS.
- Build and maintain good working relationships with Hotel-Dieu Grace Healthcare as our regional partner in URS to ensure consistency across the region, and support to each other as needed, including joint training.
- Actively participate in the West Region URS Advisory.

3. **Coordinating Agency Mandate** (Coordinated Service Planning and FASD Services):

- Leadership to the CSP and FASD (Fetal Alcohol Spectrum Disorder) programs, ensuring the organization meets expectations outlined in the Ministry's Coordinated Service Planning Policy and Program Guidelines as well as the relevant Ministry contracts.
- Maintain strong relationships with Coordinated Service Planning Providers to support consistency and build capacity through regular meetings; support the implementation of the Ministry's Coordinated Service Planning Policy and Program Guidelines, and the Brant Coordinated Service Planning Procedure Manual.
- Consistent implementation of CSP guided by the Ministry's Coordinated Service Planning Policy and Program Guidelines and the Brant Coordinated Service Planning Procedure Manual; mentoring and coaching the Brant Service Planning Coordinators (SPC).
- Leadership of the CSP initiative across the Brant community including active participation in the CSP Steering Committee, and the CSP Providers Committee.
- Leadership of the CSP Community of Practice and the broader Service Coordination Community of Practice including chairing meetings, mentoring the SPCs and community service coordinators, and coordinating training for SPCs.
- Determine eligibility for all referrals to CSP, and complete appropriate referrals to a CSP Provider to ensure supports to families of children and youth with multiple and/or complex special needs, age birth to 18 or up to age 21 if still in school.

- Monitor wait lists and in-service lists of CSP, as well as the timely updating of written Coordinated Service Plans by the SPCs; ensure Plans are provided to Contact Brant's centralized database.
- Manage a small (as established by the CEO) case load utilizing a strengths-based family-centered service approach; provide on-going service navigation to the child/youth and family; facilitate the coming together of relevant providers in the children's, education, and health sectors to collaborate in the development and implementation of a single coordinated service plan for each client; develop and revise the written Coordinated Service Plan with goals prioritized by the child/youth and family.
- Facilitate integrated transition planning for clients, ensuring transition plans are outlined in the Coordinated Service Plan; provide leadership to the agency and community regarding implementation of the *Transition Planning Protocol and Procedures for Young People with Developmental Disabilities*.

4. **Professional Expectations:**

- Provide leadership in the agency's mandates; support integration of Contact Brant's 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.
- Be familiar and cognizant of existing and new services, resources and information pertinent to the field of children/youth and families in the Brant community, and across the Hamilton-Niagara Region.
- 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/CSN Agencies, other

Coordinating Agencies, other URS Lead Organizations, and other community stakeholders to facilitate effective coordination and planning of services.

- 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.

The Manager of Service Coordination is an integral member of the Contact Brant team. It is expected that the Manager 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.